Tadiran Telecom
Business Systems Ltd.

FlexSet
280, 280D, 280D-Z
120, 120D & 120L
User Guide

(Version 14.66)

CoraliPx

Coral FlexiCom

The flexible way to communicate

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Introduction

Welcome to the Coral system and its associated FlexSet units based on Voice over IP and ISDN standards. Much thought has gone into making this system flexible and easy to use.

The FlexSet will become an invaluable part of your work environment, providing you with an important tool for your daily business and communication activities. Although the FlexSet is a very advanced instrument, its use is very simple and straightforward. By using features important for you and your company, your FlexSet will provide you with immediate communication power.

Many of the features, which have been assigned during initial installation, are provided on an extension (station) basis. Feature allocation may also be redefined to suit changing working situations or adapted to your individual requirements by allowing you to program each button on your telephone. Button functions may be modified from the FlexSet unit (see *page 135)*. Most of the FlexSet features can be activated by either pressing the programmed key or by dialing the feature access code. This User Guide provides a full description of the capabilities and operation of the FlexSet models 280D, 280D-Z, 280, 120D, 120 and 120L. The manual is organized alphabetically, by feature name. The Table of Contents also doubles as an index to the features that the Coral supports for the various FlexSet units. Use of this guide is straightforward, with each feature listed separately. However, certain features have various user options. In this case all of the options are listed under the major feature name; examples of this are ACD & UCD Groups, Boss Groups and Speed Dialing.

The appendices, located at the end of the User Guide, provide basic explanations of special telephony terms used throughout this manual.

Not every feature code in this guide may have been installed in your system, or at your extension. Check with your system manager for a list of the specific Coral features installed.

List of Feature Codes

The following feature codes are the default feature codes for all Coral sytems. Your Coral system may employ different feature codes. See your system administrator for the correct feature codes. An arrow (→) between two sets of numbers indicates a range of code numbers available for operating that particular feature, for example 5600→5849. These code numbers are used when you do not have a dedicated key for that feature on your FlexSet.

Feature	Code No.
Account Code	#1990
ACD & UCD Groups:	
Calls Waiting Display (for ACD Group)	#1982
Load ID (for ACD Group)	#1973
Log-In/Out (for single ACD Group)	#1974
Primary Log-In (for ACD Groups)	#1442
Release/Resume From All ACD/UCD Groups	#1975
Release/Resume From a Single UCD Group	#1991
Wrap-Up Code (for ACD Group)	#1977
Wrap-Up Time (On/Off)	#1976
Activation Code ✓	#11 or #∗1 or ∗1
Auto Answer On/Off	#138
Auto Redial	#178
Boss Group:	
Call Forward All Calls	#168
Call Forward All External	17707
Call Forward Busy	#167
Call Forward BusyExternal	#17706
Call Forward No Answer	#169
Call Forward No Answer External	#17708
Call Forward Timed	#1984
Call Forward Timed External	#17709
Line	#126
Programming Exclusive Hold	#187
Programming Privacy	#186 or #6
Break-In	Xfer 3, #124
Call Forward:	
All	#141 or 8
All External	#17702
Busy	#140
Busy External	#17701
No Answer	#142
No Answer External	#17703
Busy/No Answer	#147 or #2
Busy/No Answer External	#17705
Timed	#1985
Timed External	#17704
Caller ID Control	#1444

List of Feature Codes (cont.)

Feature	Code No.
Camp-On:	
Call Back	Xfer 2, #176
Off-Hook (Call Waiting/Call Offer)	Xfer 8
Cancellation Code ✘	#10 or #∗0 or ∗0
Class Of Service (COS) Switchover	#149
Conference (Multiparty)	7098→7099
Conference Lock	#1441
Conference Release	#1983
Divert Call	#1445
Do Not Disturb (DND)	#145
Do Not Disturb, Override	Xfer 3, #124
Elapsed Time Display	#129
Executive Privelege	#170
Flash (Calibrated Opening) On Trunk	#150
FlexiCall:	
FlexiCall All	#17710
FlexiCall Internal	#17711
FlexiCall External	#17712
Placing a new call	∗1
Call transfer	∗2
Call divert to Coral station	∗3
Enabling Voice Mail (IVR) commands	∗4
Call divert to desk phone	∗5
Follow Me	#189
Follow Me External	#17713
Forced Release	#123
Group Call (Conference)	5600→5849
Add-On (Temporary) Group Call	#1449
Forced Release of an Entire Group Call	#1447
Forced Release of a Participant	#1446
Headset Only	#1302
Help Requesting	#1443
Hold	#171 or #4
Idle Display On/Off	#137
IRSS (Freedom)	#17714
Placing a new IRSS call	∗1
Call transfer	∗2
Call divert to Coral station	∗3
Enabling Voice Mail (IVR) commands	∗4
Last Number Redial	∗ or #143
LED On/Off	#1301
Loop	#121
Loop Originating Only	#125
Malicious Call Trace On/Off	#1740
Malicious Call Trace Printout	#1741

List of Feature Codes (cont.)

Feature	Code No.
Message:	
Answering	#175 or #5
Leaving	Xfer 5, #175 or #5
Cancellation	#1440
Multilingual Display	#1328
Music On/Off	#135
Music Sources	#1329
Mute	#1320
Name/Dial Number Display	#128
Night Answer (Central Bell/UNA Pickup)	#192 or 78, #180 or 77
OCC (Other Common Carrier)	#127
Page_Q	7060→7069
Paging, Receiving:	
Auto-Answer	#133
Turn On/Off	#134
Paging, Announcing:	
Public Address	7074→7079
Voice (To Single FlexSet)	Xfer 6, #191 or #3
Zone (To FlexSet Group)	7300→7309
Park	#183 or 79 or #7
Passcode	#179
Phone Dial Lock	#148

Feature	Code No.
Pickup:	
Group	#181 or 76
Directed	#180 or 77
Programming Key	#139
Programming Preference	#131
Relay (Accesory)	7086→7091
Reminder	#172
Ring Adjustment	#136
Room Status	7026→7041
Saved Number/Repeat Number	#196 or #9
Security Line	#17700
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Silent Monitor:	
1-Way (Split)	#1448
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Speakerphone/Headset	#120, #1323
Speed Dialing: Programming Private Library	#193
Split Call	#1321, #1322
Stop Dial	# or #1300 (programmable key)
System Directory	#1994
Transfer (Xfer)	#122
Waiting Call Display	#1325
Wakeup	#173

List of Feature Codes (cont.)

Feature	Code No.	Feature	Code No.
Whisper Page:			
Activation	#1744		
Receiving: Turning On/Off	#1745		

Symbols Used in This Guide

CODE — Telephone Keys: The key includes a name and an indication LED.

XFER* — **XFER (Transfer) key:** When Auto Transfer is defined at the station, pressing Xfer is not required while on an established call. The XFER key with asterisk indicates features where this is relevant.

MESSAGE DISPLAY — **Message Display:** The optional message LCD display provides information about the status of the FlexSet. The display represents 48 or 80 characters in two rows of 24 or 40 characters each depending on the type of FlexSet used.

— **Volume Controls:** The Volume control keys are used to adjust volume and to scroll among items within certain features while these features are displayed, such as Reminder and Private Library.

✓ ✘ — **Activation and Cancellation Codes:** Used to activate or cancel certain features. The default codes are #11 and #10. The activation and cancellation codes for your system may be different, see your system administrator. These can be entered by dialing or programming a key with the codes, or adding the codes to the program of a feature key.

ON/OFF — When shown in the column labeled Key LED, indicates whether or not the key LED is illuminated.

XXXX/YYYY/ZZZZ — The letters **xxxx, yyyy** and **zzzz** when shown in the FlexSet display represent numbers or names of station or extension or trunk numbers, or special numbers according to usage.

➠ **Note:** In this guide, these letters are shown when required as part of the FlexSet display. Special usage of these letters will be indicated in the text.

Product Features and Model Designations

The Coral FlexSet 120/120D/120L and 280/280D/280D-Z series of digital electronic telephone sets are high performance, easy to use instruments; combining excellent voice quality, comfort, and convenience in a state-of-the-art communications tool. The FlexSet provides sophisticated features for the office and rugged durability for industrial environments.

The FlexSet is elegantly styled, with careful attention paid to ergonomics. The mounting base allows the cord to exit at the rear or front side, leaving the rear panel clean and uncluttered. The set can be desk or wall mounted, and the optional wall mount/elevation bracket may be reversed on a desktop to elevate the rear of the set and increase the viewing angle and accessibility. The handset cradle has an integral wall hook.

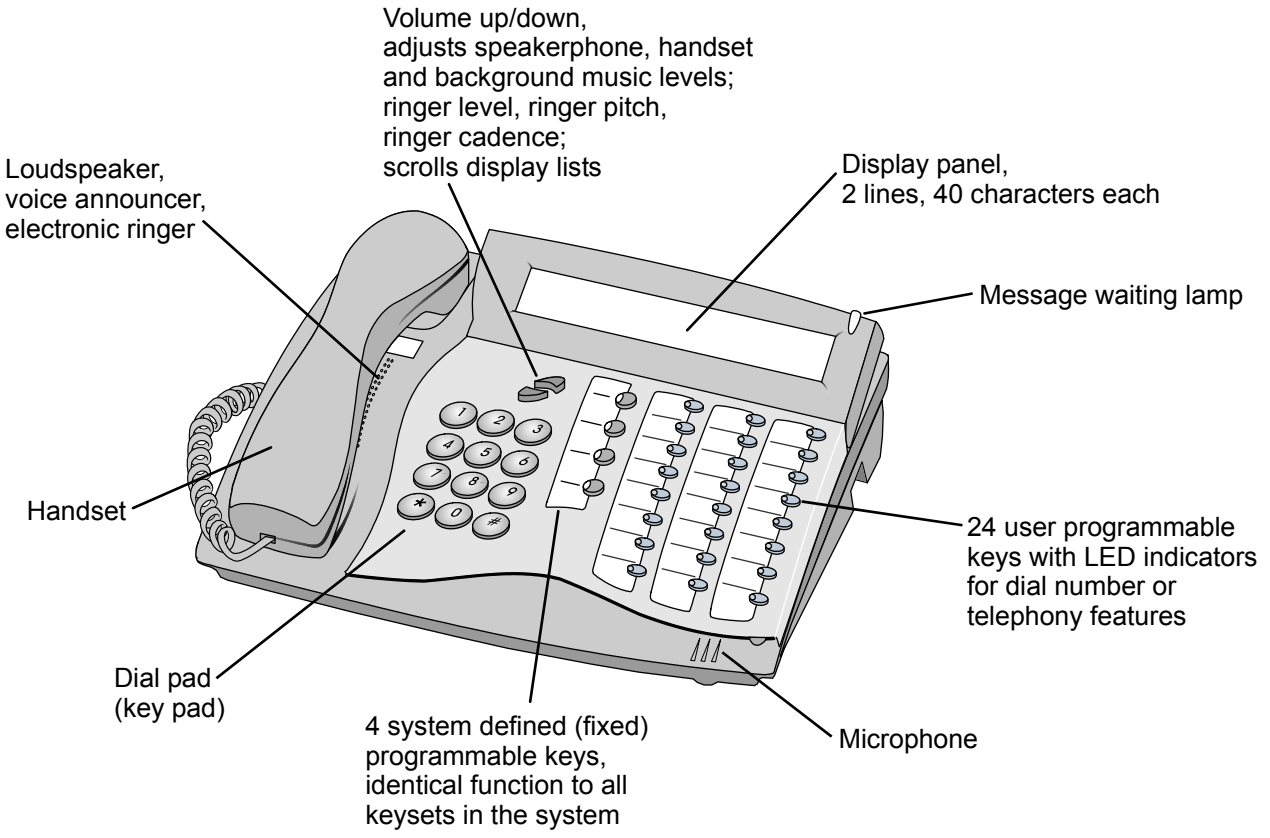
An electret transmitter and dynamic receiver provide high quality voice reproduction, and compatibility with a wide range of handset and headset devices.

24 programmable keys are available on the FlexSet 280, and 12 on the FlexSet 120 series. Both series are equipped with 4 additional keys that are programmed system wide for commonly used features. The keyboard incorporates dial and programmable buttons with positive tactile feedback for fast, sure operation. Each programmable button includes a Light Emitting Diode (LED) indicating the status of the station, trunk, or feature associated with the button.

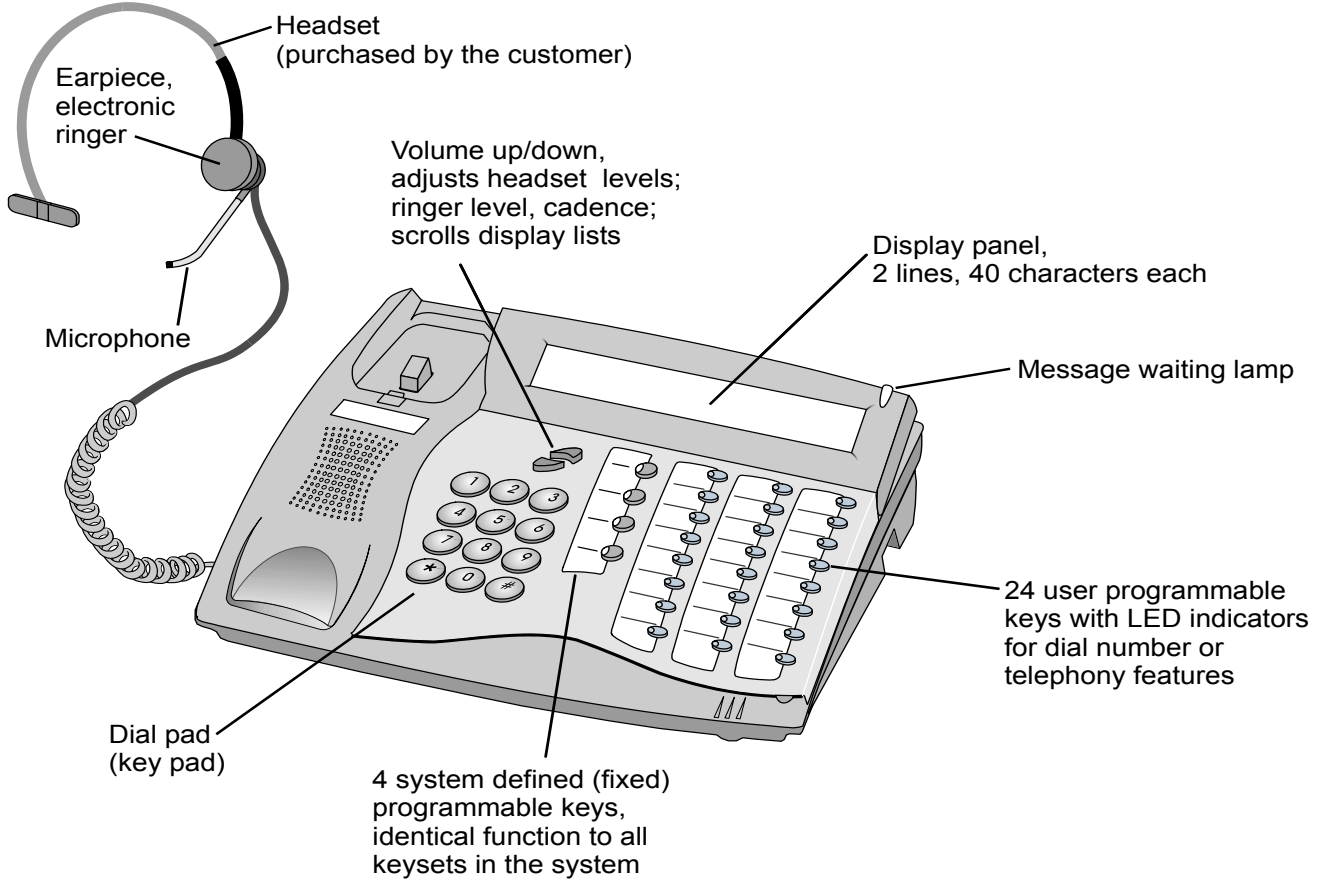
The two multifunction volume/scroll buttons control speakerphone and handset volumes; background music source and volume; ringer cadence, tone, and volume; display language; and are also used for scrolling through display lists. The message waiting indicator incorporates two alternately flashing LED's to command attention.

The following pages present the currently available FlexSet models, including auxiliary equipment.

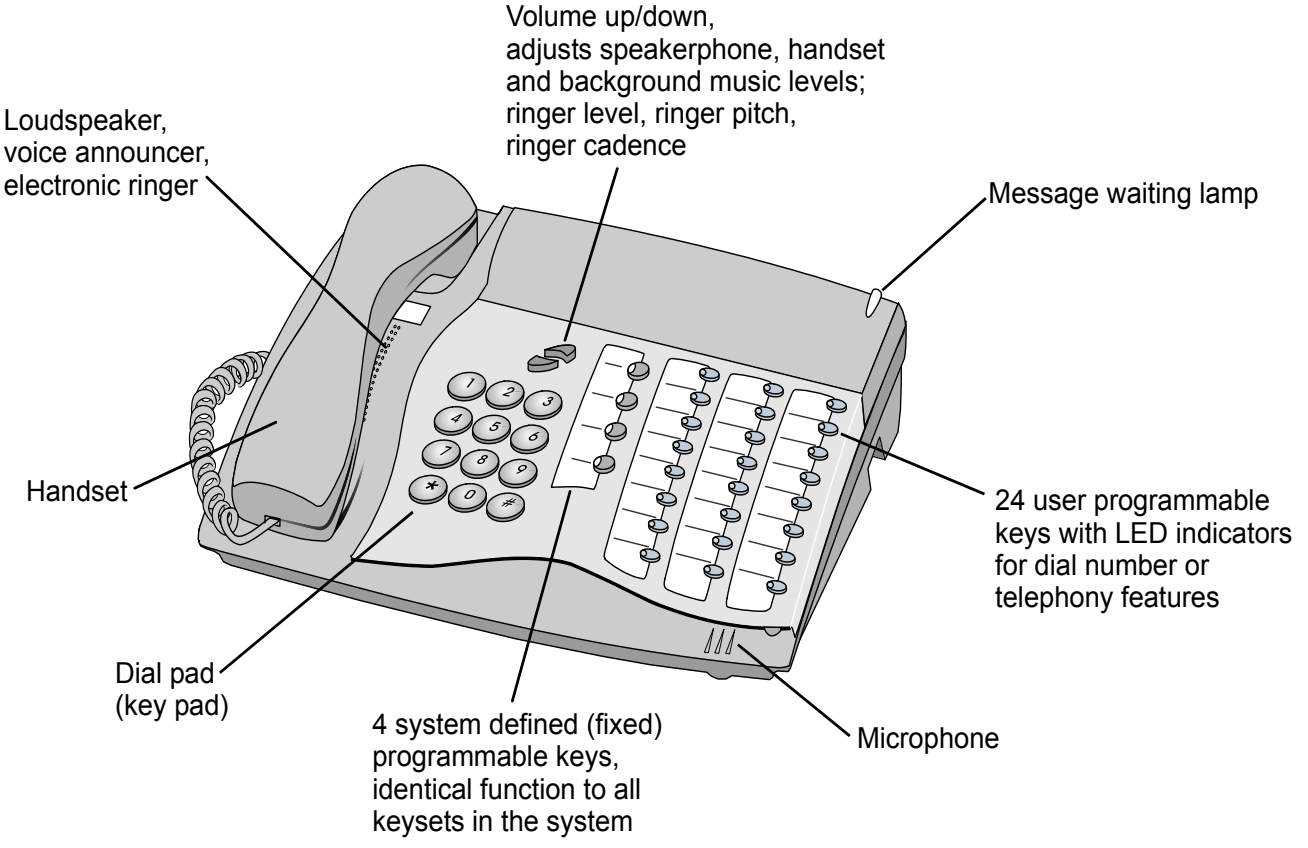
FlexSet 280D



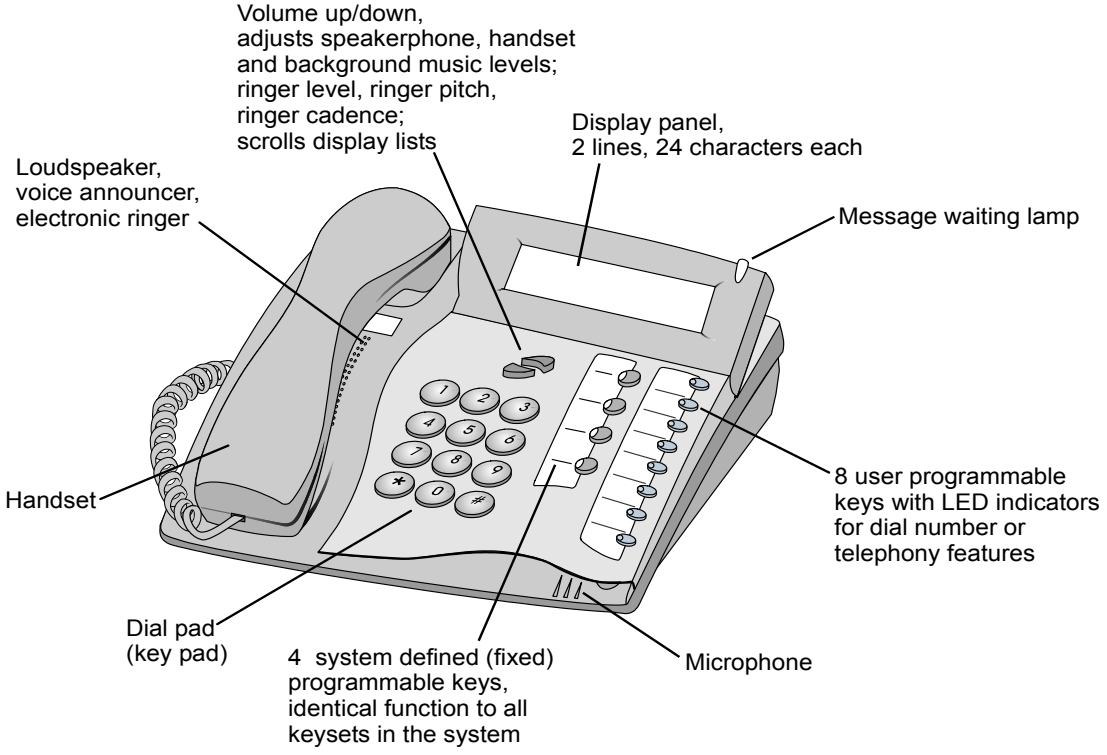
FlexSet 280D-Z (Zip Tone)



FlexSet 280

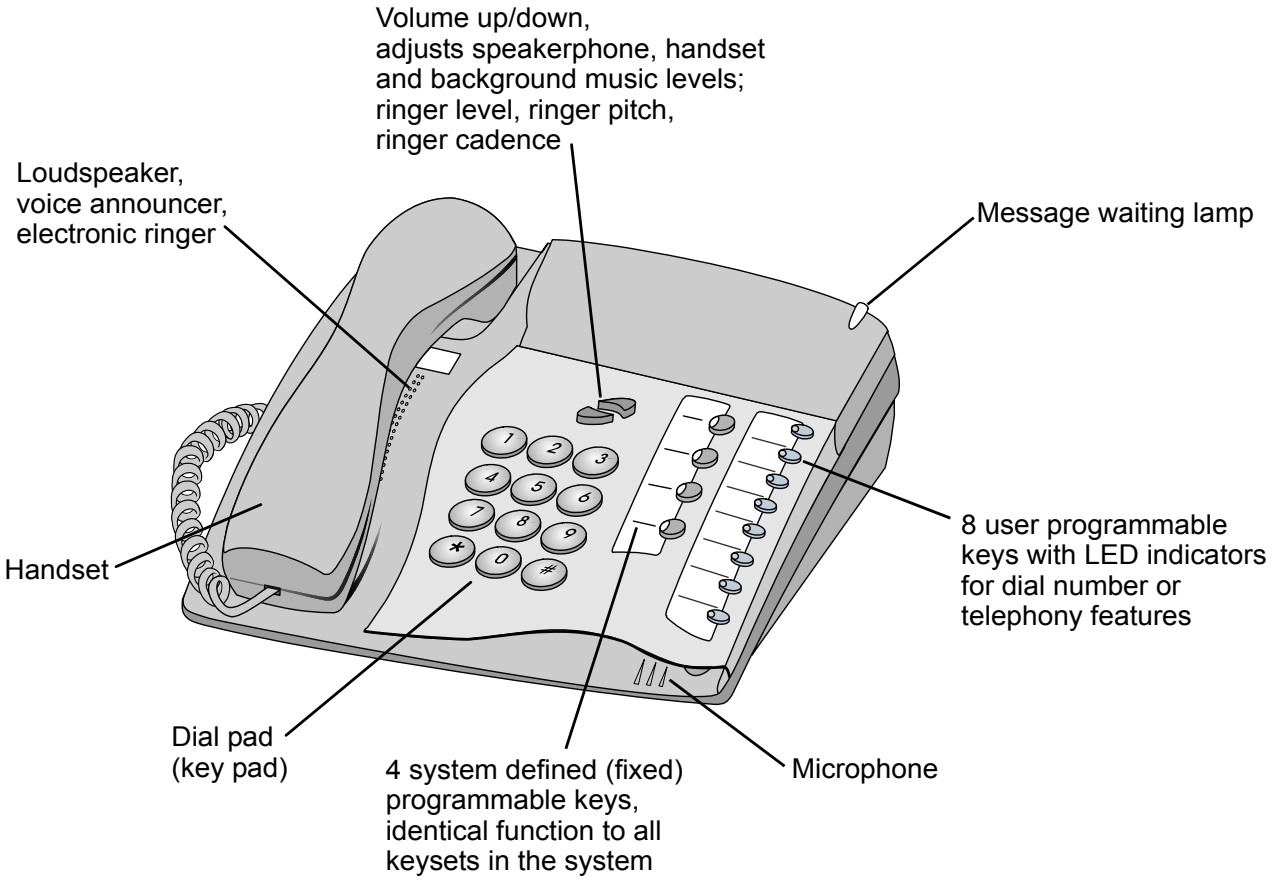

Volume up/down,
adjusts speakerphone, handset
and background music levels;
ringer level, ringer pitch,
ringer cadence
Loudspeaker,
voice announcer,
electronic ringer
Message waiting lamp
Handset
24 user programmable
keys with LED indicators
for dial number or
telephony features
Dial pad
(key pad)
4 system defined (fixed)
programmable keys,
identical function to all
keysets in the system
Microphone

FlexSet 120D

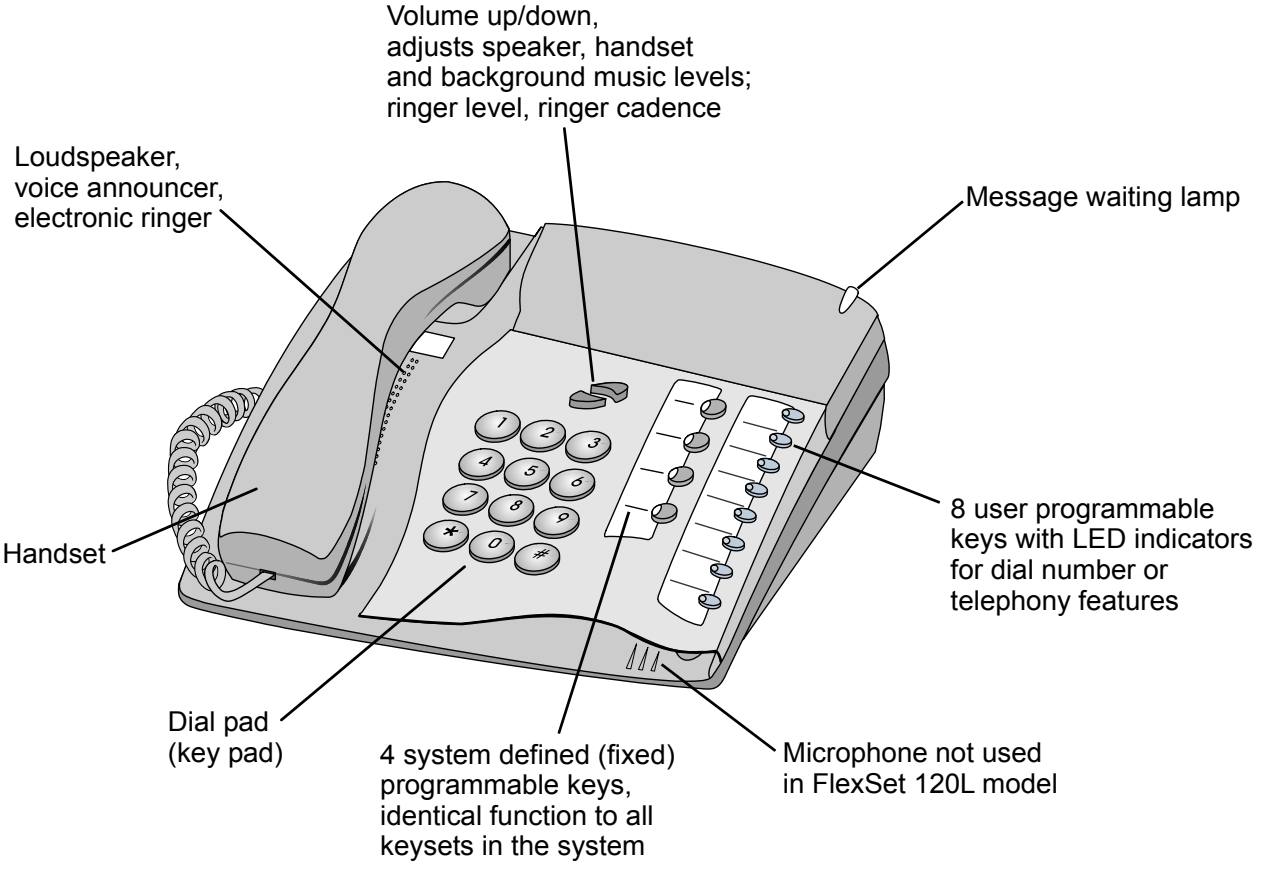


➠ **Note:** *In FlexSet model 120D, even though the system dial numbers are defined with up to eight digits in the numbering plan, only the last five digits will be shown on the display.*

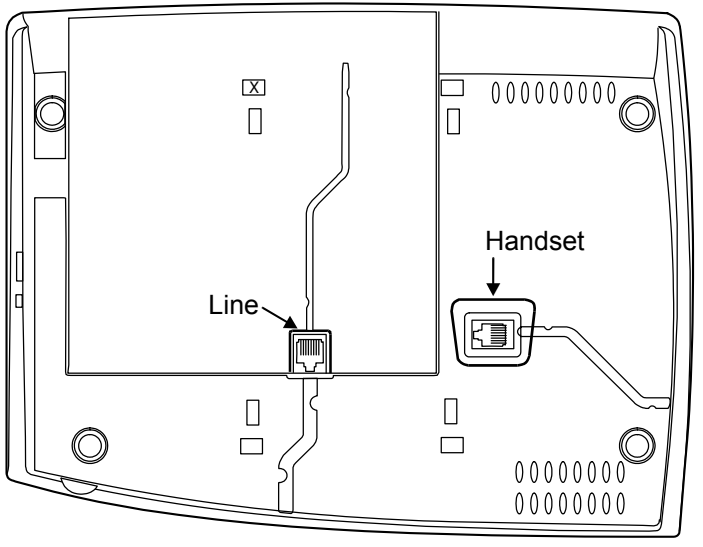
FlexSet 120


Volume up/down,
adjusts speakerphone, handset
and background music levels;
ringer level, ringer pitch,
ringer cadence
Loudspeaker,
voice announcer,
electronic ringer
Message waiting lamp
Handset
8 user programmable
keys with LED indicators
for dial number or
telephony features
Dial pad
(key pad)
4 system defined (fixed)
programmable keys,
identical function to all
keysets in the system
Microphone

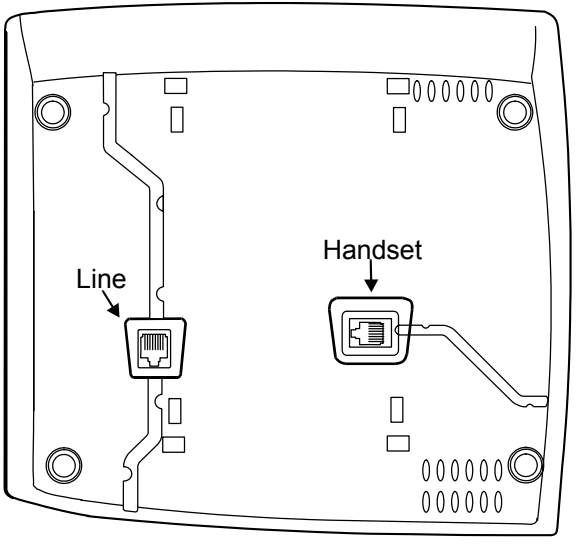
FlexSet 120L



FlexSet 280 and 120 models – External Connections

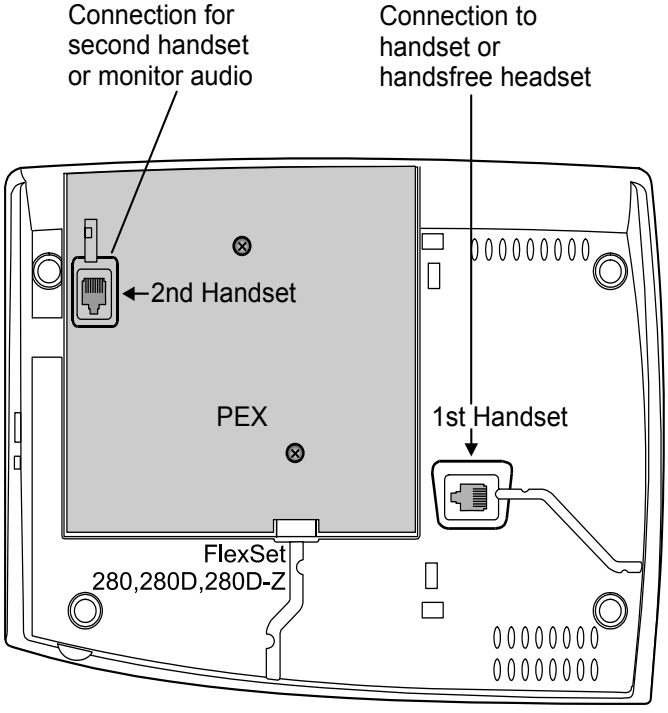


FlexSet 280 Series - Bottom View



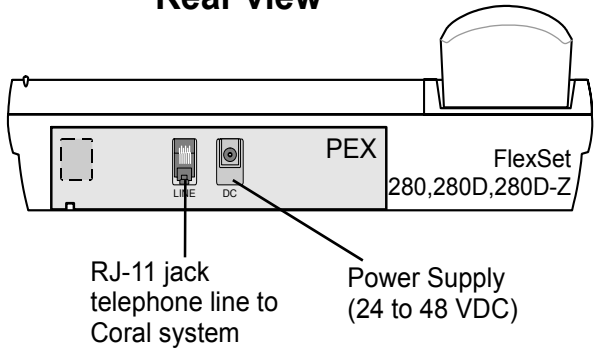
FlexSet 120 Series - Bottom View

FlexSet 280 Series with PEX – External Connections

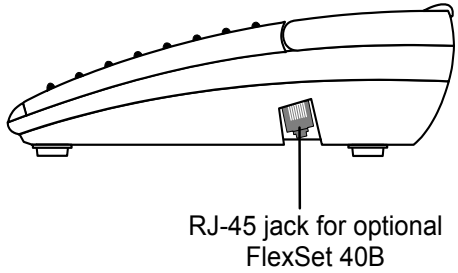


Bottom view

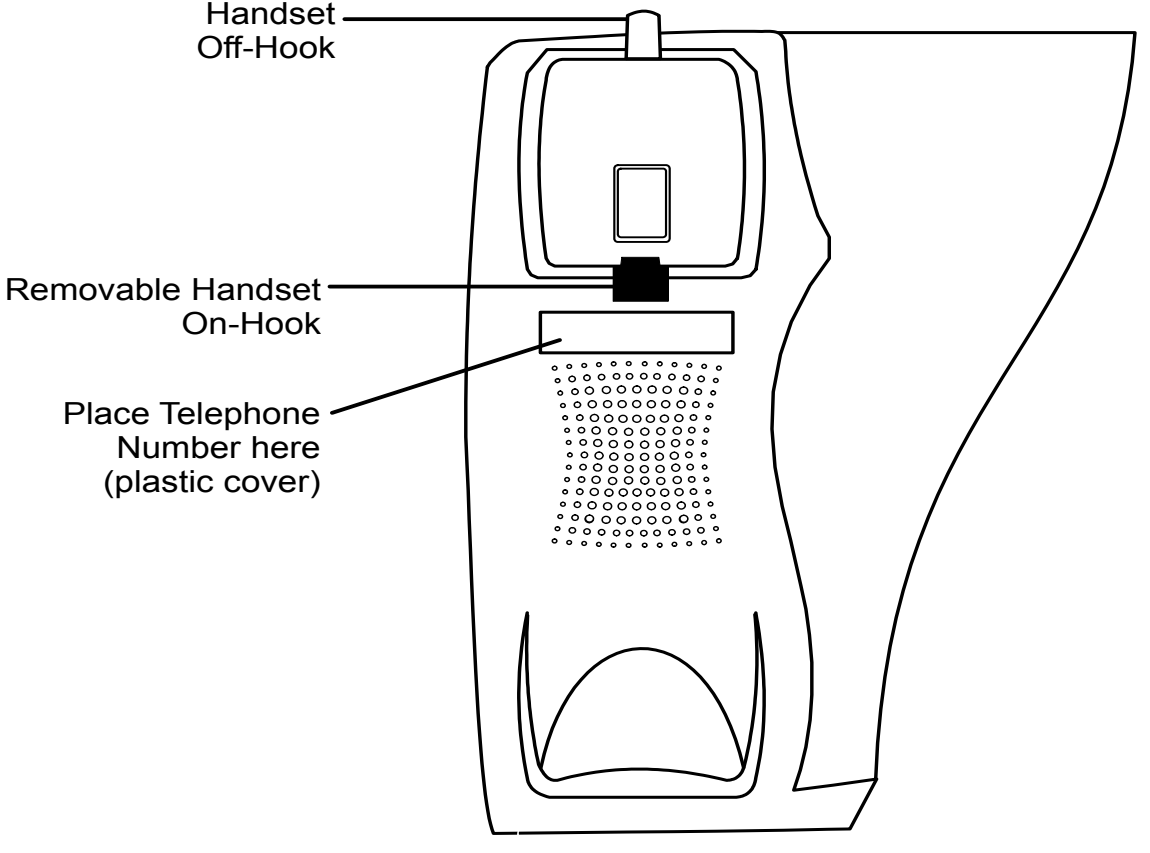
Rear view



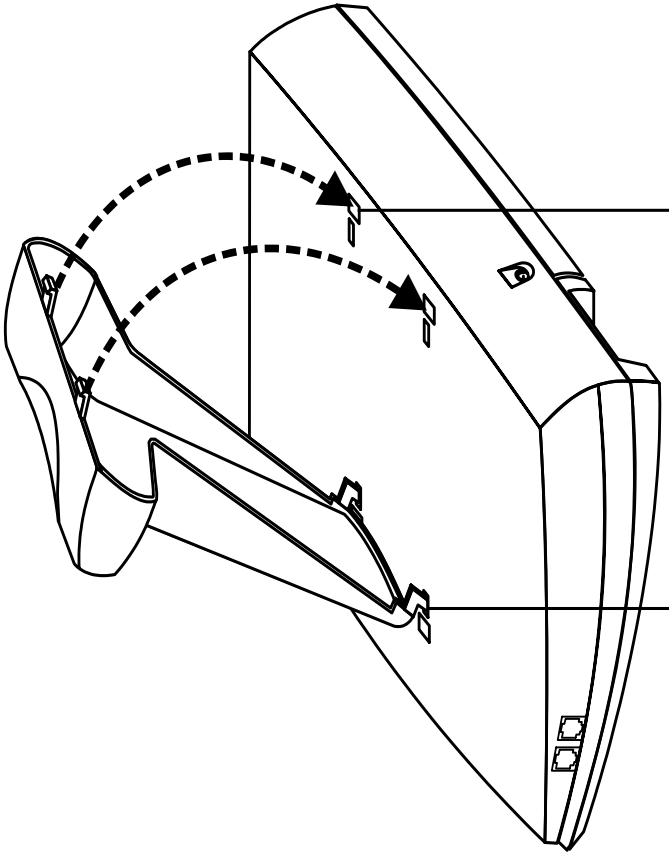
Right side view



Handset Hook and Telephone Numbers



Desk Elevation Installation



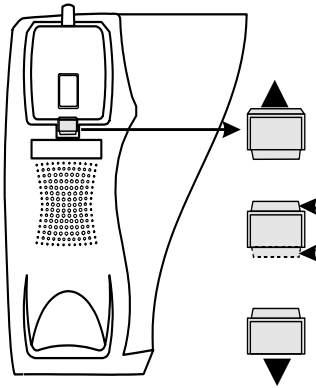
Step 2

Snap the legs located on the thick edge of the bracket into the upper wide slots on the back of the phone.

Step 1

Place the bracket's legs, located on the thin edge of the bracket, into the lower narrow slots on the back of the phone.

Wall Mounting Installation

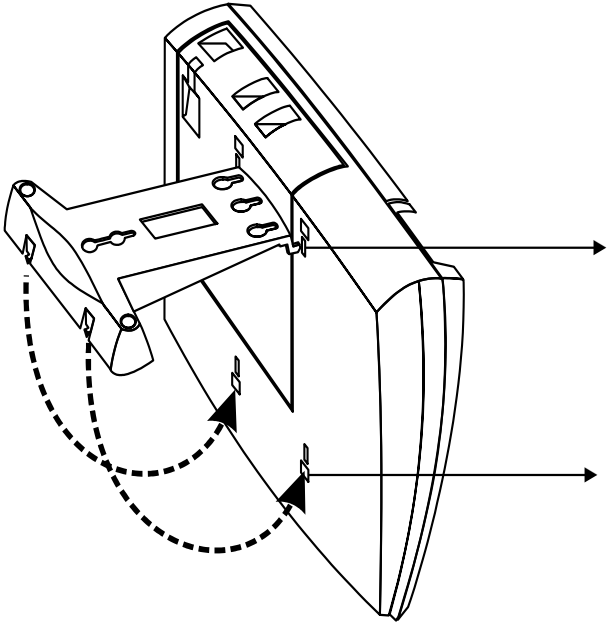


Step 1
Lift up the tab from the opening

Step 2
Rotate the tab

Step 3
Re-insert the tab into the opening

Handset Hook Rotation

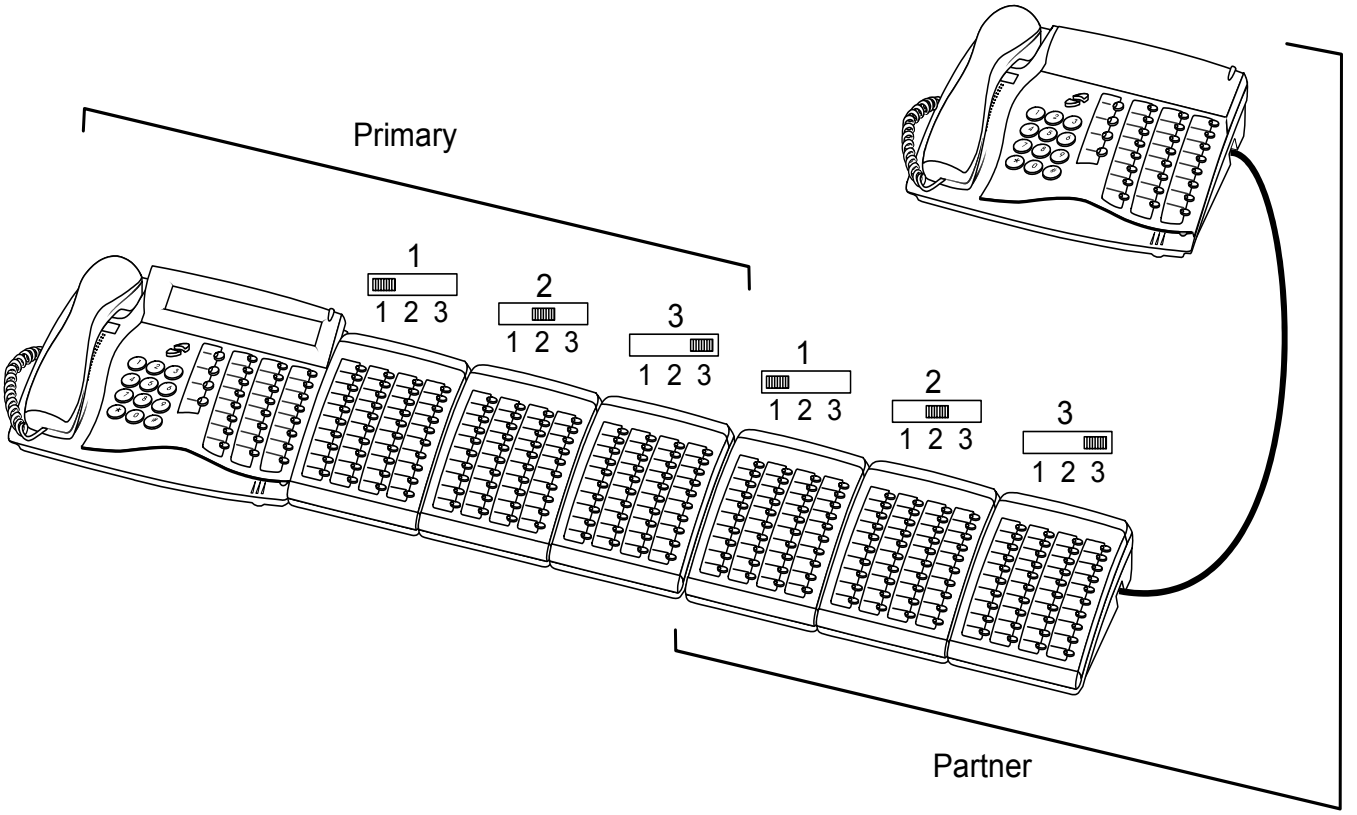


Step 4
Place the bracket's legs, located on the thin edge of the bracket, into the narrow slots on the back of the phone.

Step 5
Snap the legs located on the thick edge of the bracket into the lower wide slots on the back of the phone.

Bracket Installation

Turret Console (FlexSet 280D + 6x40B + 280D)



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Account Code - As Required #1990

Display Message	Key LED
n = Account number (not displayed when VFAC is used)	

When your company is equipped with a Call Accounting System, call statistics are printed through the Station Message Detailed Records (SMDR) report. The Call Accounting System is defined system-wide and among the various types of statistics that the report gives is cost monitoring or pulse metering, which can be assigned to a particular client account number. The printout includes the date and time that the conversation took place. When activated, the Account Code is useful in facilitating billing by individuals regardless of Client Account.

To activate Account Code from idle:

	Display Message	Key LED
1. Press [ACCOUNT CODE] or dial feature code #1990.	ENTER ACCOUNT # ACCOUNT NUMBER	ON
2. Dial the account number.		
3. Press outside line key or dial the access code for an outside line.	ENTER ACCOUNT # nnnn	ON
4. Dial external number.	ENTER TK/TKG/LIB	ON

➠ **Note:** Last Number Redial code, Saved Number code or Speed Number (Public or Private Library) can also be used instead of an outside line, where applicable.

To activate during an incoming or outgoing call:

	Display Message	Key LED
1. Press [ACCOUNT CODE] or press [XFER]* and dial feature code #1990.	ENTER ACCOUNT # ACCOUNT NUMBER	ON
2. Dial the account number.	ENTER ACCOUNT # nnnn	ON

	Display Message	Key LED
3. Listen for the confirmation tone.	CONFIRMED	ON
4. Continue the call or hang up.	RECONNECT (trunk #)	OFF

Note: Depending upon your system definition, up to 16 digits are available for account numbers. Only one account number entry is allowed for a single call. Any additional number will show the message “ALREADY SET”. If you dial a wrong account number (when VFAC is installed in your system), the error message “PASSCODE FAIL” will appear.

The following procedures describe placing calls when the Forced Account Code is required.

To make an external call:

1. Dial external line access code or press outside line key or press speed key.

2. Dial account number.

3. Dial external number.

To redial the last number:

1. Dial the Last Number Redial feature code #143 or press * or press LAST NUMBER.

2. Dial account number.

To redial a saved number:

1. Press SAVED or dial Saved Number feature code #196.

2. Dial account number.

To dial a public or private speed call number:

1. Dial speed call library number or press speed key.

2. Dial account number.

An ACD/UCD group is a number of stations operating together for the purpose of automatic call distribution. The ACD/UCD groups form the building blocks for modern call centers. The Automatic/Uniform Call Distribution Systems improve incoming call handling by queuing and routing callers. They are used in businesses handling a large volume of incoming calls. ACD/UCD systems prevent from giving busy tone to incoming callers. They encourage callers to wait rather than ring elsewhere.

The incoming calls are distributed among a group of agents. Agents can log in or out of the group. When all lines are in use, an announcement plays for callers waiting in queue. If the queue is full, calls are routed to a predetermined telephone number.

Calls incoming to an ACD/UCD group are answered by free agents, according to system wide defined rules. The most common ACD rule enables the longest waiting call to be answered by the agent who has been waiting for a call for the longest period of time. UCD groups do not provide call distribution to the longest waiting staff. The UCD system automatically delivers each incoming call to the next available agent.

The following ACD/UCD features are available:

Feature	Page
Calls Waiting Display (ACD only)	5
Load ID - for ACD Group	6
Log-In/Out - for a Single ACD Group	8
Primary Log-In - for ACD Group	10
Release/Resume from All Groups	12
Release/Resume from a single UCD Group	13
Wrap-Up Code - for ACD Group (#1977)	14
Wrap-Up Time On/Off (#1976)	15

ACD & UCD Groups: Calls Waiting Display (ACD only) #1982

Display Message | Key LED

This feature provides you with the ability to view the number of calls waiting for any ACD group.

nnn = Number of waiting calls

To view the number of waiting calls for any group while in idle:

1. Press [CALLS WAITING] or dial feature code #1982

Display Message	Key LED
ENTER ACD #	
ACD WAITING CALL	ON

2. Dial any ACD group number.

Display Message	Key LED
CALLS WAIT. nnn	
ACD (acd #)	OFF

3. Listen for the confirmation tone.

➠ **Note:** To program a [CALLS WAITING] key, use feature code #1982.

To view the number of waiting calls for a specific group:

The CALLS WAIT ACD # Key LED flashes when calls are waiting. This feature can be used in any call state, including while in conversation. FLASHING

1. Press the flashing [CALLS WAITING ACD#] key.

Display Message
CALLS WAIT. nnn
ACD (acd#)

➠ **Note:** To program a [CALLS WAITING ACD #] key, use feature code #1982, followed by the specific ACD group number.

ACD & UCD Groups: Load ID - for ACD Group #1973

This feature enables the system to identify the ACD group agent when joining the system for the first time during a session. Once your ID number is registered in the system for the first time, you can join as many ACD groups as required. As long as you are logged into at least one ACD group, your ID number will remain in the system. However, once you have logged out of the last group, your ID number will be erased from the system. Entering an ACD group requires reloading your ID.

To Load your ID Number:

1. Press [LOAD ID] or dial feature code #1973.
2. Dial your ID number (4 digits).
3. Listen for the confirmation tone.

Note: Only one ID number is allowed per station, any additional Load ID replaces the current one. The ID number can be changed as many times as needed.
You can load a different ID while logged in. This may be applicable if another agent takes over your station and wants to continue operating it without logging in.

Display Message	Key LED
X = ID number	
ENTER ID LOAD ID	ON
ENTER ID xxxx LOAD ID	ON
CONFIRMED	OFF

	Display Message	Key LED
To load another ID number:		
1. Press LOAD ID or dial feature code #1973. Your current ID number (xxxx) appears on the display.	ENTER ID xxxx LOAD ID	ON
2. Dial your new ID number (4 digits). As the new ID number is entered, the old ID number disappears from the display.		
3. Listen for the confirmation tone.	CONFIRMED	ON

ACD & UCD Groups: Log-In/Out - for Single ACD Group #1974

This feature is used when an ACD group member joins or leaves an ACD group. A user can simultaneously be a member of numerous ACD groups.

Display Message	Key LED
X = ID number (displayed only when required)	

To log-in to a single group:

1. Press [LOG-IN/OUT] or dial feature code #1974.

Display Message	Key LED
ENTER ACD # LOGIN	OFF

2. Dial your ACD group number.

Display Message	Key LED
DEASSIGN (acd#) LOGIN ID: xxxx	OFF

3. Dial activation code ✓.

Display Message	Key LED
ASSIGN (acd#) LOGIN ID: xxxx	ON

4. Listen for the confirmation tone.

➠**Note:** When an ACD/UCD ID is required and Log-In is attempted, the display will show:

Display Message
NO ID LOGIN

To log-out from a single group:

1. Press [LOG-IN/OUT] or dial feature code #1974.

Display Message	Key LED
ENTER ACD # LOGIN	ON

2. Dial your ACD group number.

Display Message	Key LED
DEASSIGN (acd#) LOGIN ID: xxxx	ON

3. Dial cancellation code ✘.

4. Listen for the confirmation tone.

➠See Notes on next page.

	Display Message	Key LED
Notes: 1) When you log-out from all the ACD groups the LOG-IN/OUT LED is extinguished and your ID number is erased from the system. The display shows:	LOGGED OUT	OFF

2) When logging-in or out from additional groups, the above procedures are repeated as many times as needed.
3) If you log-out from your primary group using this feature code, you also log-out as primary, so the group is no longer marked as primary (see *page 10*).
4) The LOG-IN/OUT key can be programmed with #1974 plus an ACD group number to use the key as an on/off switch for that group.

ACD & UCD Groups: Primary Log-in (ACD only) #1442

Display Message | Key LED

This feature allows defining one of your ACD groups as having priority over other groups of which you are a member. Once you have logged in to your primary group, waiting calls are always routed to you from this group first. Only when no more calls are waiting on the primary group queue, do you receive calls from your other groups.

X = ID number (displayed only when required)

Note: If you did not define any group as primary or logged out from the primary group, then the first group you logged into (see *page 8*) is defined as primary by the system.

To log-In to the Primary Group:

1. Press PRIMARY LOG-IN or dial feature code #1442.
2. Dial your ACD group number.
3. Dial activation code ✓.
4. Listen for the confirmation tone.

Display Message	Key LED
ENTER ACD# LOGIN	OFF
PRIMARY (acd#) LOGIN ID: xxxx	OFF
ASSIGN (acd#) LOGIN ID: xxxx	ON

Notes: 1) Some ACD/UCD groups may require you to define an ID number before logging in to the group (see *page 6*).

2) Only one group can be marked as your primary group. When you log in again on a different group as primary, the previous primary log-in is overridden.

3) The PRIMARY LOG-IN key can be programmed with #1442 plus an ACD group number to use the key as an on/off switch.

4) On logging in to mark a group as primary, you are also logged in as a member of the group (see *page 8*).

To Log-Out from the Primary Group:

The procedure is the same as logging out from a single group (see previous page), except that the primary ACD group number is entered.

Note: After logging out so the group is no longer marked as primary by using this feature, you remain logged in as a member of the group (see *page 8*).

ACD & UCD Groups: Release/Resume From All Groups #1975

Display Message	Key LED

You can temporarily self release from all of the ACD/UCD groups of which you are a member. This feature also allows you to resume connections with the ACD/UCD groups from which you have been released. You are automatically released from all the groups of which you are a member if you do not answer a call within a predetermined time (system-wide defined).

To release from all ACD/UCD groups:

1. Press [RELEASE ALL] key.

   or

   Dial feature code #1975 followed by activation code ✓.

2. Listen for the confirmation tone.

Display Message	Key LED
RESUMED ALL	OFF
RELEASED ALL	ON

To resume connection with all ACD/UCD groups (from idle):

1. Press the lit [RELEASE ALL] key.

   or

   Dial feature code #1975 followed by cancellation code ✗.

2. Listen for the confirmation tone.

Display Message	Key LED
RELEASED ALL	ON
RESUMED ALL	OFF

➠ **Note:** Any attempt to resume, while not in idle, is refused. The following message appears:

Display Message	Key LED
ERROR FROM IDLE ONLY	ON

ACD & UCD Groups: Release/Resume From a UCD Group #1991

Display Message | Key LED

When your station is a member of a UCD group, you may temporarily exit the UCD group and then rejoin when required.

To leave a single UCD group:

1. Press [RELEASE HUNT] or dial feature code #1991.

   Display: `ENTER HUNT GR.#`
   `RELEASE HUNT`

2. Dial your UCD group number.

3. Dial activation code ✓.

   Display: `RESUMED`
   Key LED: `OFF`

4. Listen for the confirmation tone.

   Display: `RELEASED`
   Key LED: `ON`

To return to a single UCD group:

1. Press the lit [RELEASE HUNT] or dial feature code #1991.

   Display: `ENTER HUNT GR.#`
   `RELEASE HUNT`

2. Dial your UCD group number.

3. Dial cancellation code ✗.

   Display: `RELEASED`
   Key LED: `ON`

4. Listen for the confirmation tone.

   Display: `RESUMED`
   Key LED: `OFF`

➠ **Note:** The [RELEASE HUNT] key can be programmed with the feature code (#1991) plus the relevant UCD group number to use the key as an on/off switch.

ACD & UCD Groups: Wrap-Up Code (ACD only) #1977

Display Message | Key LED

After an ACD incoming call has been completed, information about the call can be sent to the CCM. This information might include whether or not the customer is satisfied, or the origin of an incoming call. The types of information that can be sent to the CCM and the relevant codes are defined system-wide. (See your ACD supervisor for a list of codes).

To activate the Wrap-Up code:

1. Press WRAP-UP CODE or dial feature code #1977.
2. Dial the required Wrap-Up code (4 digits).
3. Listen for the confirmation tone.

ENTER CODE
WRAP-UP CODE — ON

CONFIRMED — OFF

List of Wrap-Up Codes

Wrap-Up Code				Meaning

ACD & UCD Groups: Wrap-Up Time On/Off #1976

Display Message	Key LED

The Wrap-Up Time feature provides an idle ACD/UCD group member with a time-out period between consecutive group calls. The time-out period is determined for each group on a system-wide basis. This feature allows an agent to utilize the Wrap-Up code without interfering with outside calls.

When in Wrap-Up state, the display shows:

Display Message	Key LED
WRAP-UP TIME	

To activate Wrap-Up Time:

1. Press WRAP-UP TIME.

Display Message	Key LED
WRAP-UP OFF	OFF

or

Dial feature code #1976 followed by activation code ✓.

Display Message	Key LED
WRAP-UP ON	ON

2. Listen for the confirmation tone.

To cancel Wrap-Up Time:

1. Press the lit WRAP-UP TIME.

Display Message	Key LED
WRAP-UP ON	ON

or

Dial feature code #1976 followed by cancellation code ✗.

2. Listen for the confirmation tone.

Display Message	Key LED
WRAP-UP OFF	OFF

Audio Level and Speakerphone Adjustment

Display Message | Key LED

The audio level adjustment is used to control the sound that emanates from the telephone's loudspeaker and handset.

x = 0-15 speaker and music volume level (MIN = 0 to MAX = 15) 24dB range

y = 0-7 handset volume level (MIN = 0 to MAX = 7) 12dB range

To adjust audio level:

- Press to increase volume.
- Press to decrease volume.

The speaker, background music and handset each has its own audio level and is independently influenced by volume keys as follows:

- **Speaker:** When conversing through the speaker, voice volume can be adjusted. Volume of call monitoring, paging, etc. can also be adjusted.

  SPKR VOL. xxxx

- **Speakerphone (not for FlexSet 120L/280D-Z):** When conversing handsfree, the sensitive microphone is used to amplify your voice. The system operates in such a way that the two connecting parties (i.e. you and the far side) cannot be heard simultaneously; the stronger party is heard. Press to hear the far side better, press to be heard more easily (or to break in).
- **Background Music:** When in idle, and background music is turned on (see *page 114*), music volume can be adjusted).

  MUSIC VOL. xxxx

- **Handset/Headset:** When conversing through the handset or headset, receiver volume can be adjusted.

  HANDST VOL. yyyy

Auto Answer On/Off #138

Display Message | Key LED

This feature can be used to answer all incoming calls automatically. Incoming calls to your station automatically connect after a predetermined number of rings so that you can answer the call handsfree. When using the FlexSet 120L, however, you must use the handset or headset when speaking.

To activate Auto Answer:

1. Press AUTO ANSWER.

   or

   Dial feature code #138 followed by activation code ✓.

2. Listen for the confirmation tone.

Display Message	Key LED
AUTO ANSWER OFF	OFF
AUTO ANSWER ON	ON

CAUTION ! Leaving your work station while Auto Answer is activated causes your station to answer incoming calls. All conversations in the room can be heard. A trunk call trapped in Auto Answer could lock up the trunk until released by the system.

To cancel Auto Answer:

1. Press the lit AUTO ANSWER

   or

   Dial Auto Answer code #138 followed by cancellation code ✘.

2. Listen for the confirmation tone.

Display Message	Key LED
AUTO ANSWER ON	ON
AUTO ANSWER OFF	OFF

Auto Redial #178

Display Message | Key LED

The system can repeatedly dial external busy numbers. The system will redial until the phone rings or up to a number of attempts defined system-wide, before the number is erased from the scanner list.

t = Outside access code or name
d = Outside telephone number

To activate Auto Redial from idle (before making an outside call):

1. Press [AUTO REDIAL] or dial feature code #178.

   `AUTO REDIAL` — ON

2. Dial the required outside line access code or press a programmed outside line feature key

   `REP DIAL # 01`
   `tttt`

3. Possible outside line access codes: trunk number, trunk group number, routing access, dial service, private/public library number, last number redial code or saved number code.

4. Dial the outside number (see table on *page 170*).

   `REP DIAL # nn`
   `tt ddddddddd`

5. Press [SPKR] to release or scroll between numbers by pressing the volume keys.

To activate Auto Redial when you hear busy tone or no answer:

1. Press [AUTO REDIAL]

   or

   Press [XFER] and dial feature code #178.

   `CONFIRMED` — ON

The system now automatically redials at timed intervals.

2. When the called party answers, press the flashing [SPKR] or lift the handset to enable conversation.

To activate Redial features for all numbers:

1. Press [AUTO REDIAL] or dial feature code #178.

Display Message	Key LED
AUTO REDIAL	ON

Once activated the following features can be utilized (see the table below).

To	PRESS	OR	DIAL	DISPLAY MESSAGE	LED	COMMENTS
Cancel	✘	or	#10	AUTO REDIAL LIST EMPTY	**Off**	All numbers in the redial list will be deleted. Confirmation tone will be heard.
Freeze	**HOLD**	or	#✳6	HOLD SET	**Winking**	All automatic dialing will cease. Confirmation tone will be heard.
Restart (release from freeze)	**SPKR**	or	#✳7	HOLD REMOVED	**On**	Starts redialing "Frozen" numbers.

	Display Message	Key LED

To activate Redial features for a single number:

1. Press AUTO REDIAL or dial feature code #178.

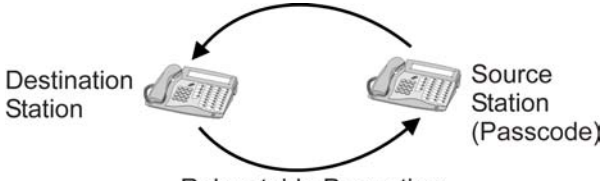
AUTO REDIAL	ON

Note: Pressing VOL keys allows scrolling through the redial list. When the required number is found the Auto Redial features (see table below) can be directly activated. Pressing SPKR returns operation to normal FlexSet functions.

TO	PRESS	OR	DIAL	DISPLAY MESSAGE	LED	COMMENTS
Select a saved redial number		VOL	—	REP DIAL # nn tttddddddddd	ON	Once a saved redial number is selected then various other features can be utilized.
Immediately dial	✓	or	#11	CONFIRMED	ON	As soon as ✓ is entered the number will be confirmed and redialing will commence.
Cancel	×	or	#10		ON	Deletes the selected number.
Freeze	**HOLD**	or	#*6	REP DIAL #nn h HOLD SET	WINKING	Ceases dialing the selected number.
Restart (release from freeze)			#*7	REP DIAL #nn HOLD REMOVED	ON	Continues dialing the selected number.
Assign **Priority** (double redial cycle)			#*8	REP DIAL #nn p PRIORITY SET	ON	Increases the redialing rate for a selected number.
Cancel **Priority**			#*9	REP DIAL # nn PRIORITY REMOVED	ON	Returns selected number to standard redial cycle.
Conclude Redial features	**SPKR**					Press the SPKR key or hang up to resume normal FlexSet operation.

Auto Set Relocate: Permanent

When defined for permanent relocation, this feature enables you to swap phones within the same Coral system by assigning one FlexSet the profile of the other FlexSet, and vice versa. All the phones' properties, numbering, programmable keys, membership in groups, etc. are automatically exchanged. This feature facilitates the phone relocation procedure, eliminating the need for traditional phone moves that involve physical disconnection of the station wires and reconnection at another location.
Both source and destination phones (see figure) should be keysets. The Auto Set Relocate is activated at the destination station. The phone swap holds until a reverse swap is performed.



Relocatable Properties:
- Dial Number
- Keyset Definition
- COS
- Programmable keys
- Private Library
- Message indication
- Group membership
- Personal Directory

To activate from the destination location:

	Display Message	Key LED
1. Press AUTO SET RELOCATE or dial the Auto Set Relocate feature code.	RELOCATE ENTER SOURCE NO.	ON
2. Dial your (source) station number.		
3. Dial your (source) passcode (4 digits).	RELOCATE ENTER PASSCODE	ON
4. Dial activation code ✓ (no confirmation tone is heard).	CONFIRM	ON
5. The station initializes with the source profile.	idle display of the source number	OFF

To reverse the phone relocation:

1. Repeat the above procedure from your original source location.

STOP WARNING: See warning on (see *page 22*).

When defined for temporary relocation, this feature allows a temporary move of your extension from one location to another, while preserving your extension's original setup. Activating Auto Set Relocate exchanges all of your (source) phone's programmable keys, numbering, membership in groups, etc. with another (destination) phone within the same Coral system. As this takes place, the source phone acquires the full profile of the destination phone, and vice versa.

The Auto Set Relocate spares you the inconvenience of having to re-enter all the stored speed numbers and to reset previously defined features at your temporary location. This feature enables you to use any FlexSet available from your Coral system while keeping your unique extension dial number. The Auto Set Relocate is activated at the destination station. The temporary phone swap is automatically reversed at midnight. Reactivating Auto Set Relocate at the already swapped destination station causes:

- Automatic cancellation of the first relocation
- Exchange of the new (third user's) phone profile with the destination phone profile

To activate from the destination (your new) location:

Repeat the activation procedure described on the (see *page 21*) for *"Auto Set Relocate: Permanent"*.

STOP WARNING: When invoking the Auto Set Relocate feature, incorrect information may be sent to the local Emergency or E911 Center. Before activating this feature, contact your local system administrator to ensure that your new and current system profiles are compatible with the E911 (Emergency) Center.

	Display Message	Key LED
To cancel from the destination (your new) location:		
1. Press the lit AUTO SET RELOCATE or dial Auto Set Relocate feature code.	RELOCATE ENTER SOURCE NO.	ON
2. Dial your (source) station number (the number that is now displayed at your new location).		
3. Dial your (source) station passcode (4 digits).	RELOCATE ENTER PASSCODE	ON
4. Dial cancellation code ✖ (no confirmation tone is heard).	CONFIRM	ON
5. The station initializes with the source profile.	idle display of the source number	OFF

A Boss Group is a number of stations operating together in which the individual stations may or may not simultaneously ring, as defined by the system per Boss Group. The appropriate line key flashes at all stations when a call arrives and can then be answered by any group member. When set to ring at a specific station, the call can be either transferred to any group
member or picked up by any group member when not in exclusive hold. Any group member can join a conversation for '1A2' or 3-way conversation by pressing the appropriate illuminated LINE key, but only when the original group member is not in privacy mode. Additional members can join to make a 4-way conversation when allowed system-wide, and none of the three participants have Privacy on.

In order to program a line key, see *"Programming: Boss Group Line Key" on page 144*.

The maximum number of lines available for your group is defined on a per group basis.

The following Boss Group pages are subdivided into the topics listed below:

Feature	Page
Programming Exclusive Hold	25
Programming Privacy	26
Call Forward	27
Using	30

Boss Group: Programming Exclusive Hold #187

Display Message | Key LED

As a Boss Group member, you can put your telephone into Exclusive Hold mode. This ensures that a call placed on hold can be retrieved only at the telephone where Exclusive Hold was originally placed. If Exclusive Hold is cancelled, the call put on hold can be retrieved by any other member of your Boss Group. The feature can be utilized for a specific call or for all calls.

To activate Exclusive Hold for all calls:

1. Press [EXCLUSIVE HOLD].

   or

   Dial Exclusive Hold feature code #187 followed by activation code ✓.

2. Listen for the confirmation tone.

Display Message	Key LED
NON EXCL. HOLD	OFF
EXCLUSIVE HOLD	ON

To cancel Exclusive Hold for all calls:

1. Press the lit [EXCLUSIVE HOLD].

   or

   Dial Exclusive Hold feature code #187 followed by cancellation code ✗.

2. Listen for the confirmation tone.

Display Message	Key LED
EXCLUSIVE HOLD	ON
NON EXCL. HOLD	OFF

Boss Group: Programming Privacy #186 or #6

Display Message	Key LED
NO PRIVACY	OFF
PRIVACY	ON

As a Boss Group member you can put your telephone into privacy mode. This prevents other stations within your Boss Group from accidentally joining your conversations.

To activate Privacy for all calls:

1. Press [PRIVACY].

   or

   Dial Privacy feature code #186 followed by activation code ✓.

2. Listen for the confirmation tone.

To cancel Privacy for all calls:

1. Press the lit [PRIVACY].

   or

   Dial Privacy feature code #186 followed by cancellation code ✗.

2. Listen for the confirmation tone.

Boss Group: Call Forward

Display Message | Key LED

Calls arriving at your boss group can be forwarded, according to certain criteria, to ring at various destinations.The system can distinguish between calls arriving from an internal or external source when forwarding. Calls from Internal and External sources can be forwarded to different destinations (see *page 38*). Possible forward destinations are *operator, station/group, external number via public and private speed call library, DVMS pre-recorded message, UNA/central bell, group call, or network number (and the Boss Group itself for external calls).* (see *page 28*) for forwarding procedure).

(E) = External calls

- **All Calls**
  Forwards all your incoming Boss Group calls to a selected destination. The destination can call back or return calls to your group, and outgoing calls can still be placed from within the group.

  (E) FWD ALL

- **Busy**
  Forwards your incoming boss group calls to another destination when your Boss Group lines are all busy.

  (E) FWD BUSY

- **No Answer**
  Forwards your incoming Boss Group calls to another destination when none of your Boss Group lines has been answered within a system-defined number of rings.

  (E) FWD NO ANS

- **Timed**
  Forwards your incoming Boss Group calls to another destination, for a time period determined by the system. The system defined time can include up to two separate time periods, for example, between 12:00pm and 12:30pm and between 6:00pm and 6:30pm, your calls can be forwarded to the group secretary. Use the form on the right, to specify the system-defined time periods.

  (E) FWD TIMED

Time Period	From	To
1st		
2nd		

	Display Message	Key LED
	b = Your boss group number or name z = Forward destination	
To activate Call Forward:		
1. Press the required CALL FORWARD key, or dial the appropriate Call Forward (Call Forward External) feature code (see table on *page 29*).	**(E) FWD type**	
2. Dial your boss group number.	**bbbbb** **(E) FWD type**	
3. Dial the destination number where calls are to be forwarded.	**bbbbb zzzzz** **(E) FWD type**	
4. Press SPKR or hang up.		
To cancel Call Forward:		
1. Press required CALL FORWARD key, or dial the appropriate Call Forward (Call Forward External) feature code (see table on *page 29*).	**(E) FWD TYPE**	
2. Listen for the dial tone.		
3. Dial your boss group number.	**bbbbb zzzzz** (E) FWD **type**	
4. Dial cancellation code ✖ .	**bbbbb** **(E) FWD type**	
5. Press SPKR or hang up.		

Note: Should you hear a reorder tone, call forward is denied at your station (as defined by Class of Service). In order to use this feature, ask the attendant to activate Call Forward for your boss group.

Boss Group Call Forward Type	Feature Codes	
	Internal and External Calls	External Calls Only
ALL	#168	#17707
BUSY	#167	#17706
NO ANSWER	#169	#17708
TIMED	#1984	#17709

Boss Group: Using

Display Message	Key LED

Making Calls:

1. Press a free [LINE -nn] key. — **OFF**
2. Dial required number. — **ON**

➠ **Note:** The line key LED of all group members changes from off to steady on.

Receiving Calls:

When line flashes and telephone rings or only line flashes: — `xxxxx CALL bbbbb` — **FLASHING**

1. Press the flashing [LINE -nn] key or, if phone rings, lift handset. — `ANSWER xxxxx` — **ON**
2. Answer the call.

➠ **Note:** The line key LED of all group members changes from flashing to steady on.

x = caller number or name (see *page 149*)

b = your Boss Group number or name

To join a group conversation:

You can join any group conversation when a line key is on. Except when the member's station is set to privacy, in which case the message **PRIVACY** and a reorder tone is heard. If another member has already joined the conversation, then you receive the message ILLEGAL and a reorder tone is heard.

1. Press the lit [LINE-nn] key. — `B TO yyyyy xxxxx` — **ON**

   Both conversing parties will hear the Break-In warning tone.

Privacy during a call: activate/cancel

While on a call you can speak privately without other parties joining in. This is done by using the Privacy key. The Privacy key turns the feature on and off and can be pressed as many times as necessary. Once Privacy is defined for your station (all calls) the key LED remains illuminated, even if the key is pressed to temporarily override the Privacy feature. However, when your call is completed the telephone returns to the permanent status, private or non-private, as previously defined for all calls.

Note: The Exclusive Hold key operates in the same manner as Privacy, except that the messages are relevant for Exclusive Hold.

	Display Message	Key LED

To place a call on Exclusive Hold:

For an explanation of how Exclusive Hold operates see explanation of Privacy on *page 30*. For programming Exclusive Hold see *page 25*.

Note: If your telephone is not in Exclusive Hold mode for all calls, press [EXCLUSIVE HOLD] before you press [HOLD].

	EXCLUSIVE HOLD	
Press [HOLD].	CALL HOLD xxxxx	WINKING

Note: The [LINE-nn] LED on hold remains steadily lit at all other FlexSets.

To transfer call to a group member (while in conversation):

Note: If your telephone is in Exclusive Hold mode for all calls, press [EXCLUSIVE HOLD] before you press [HOLD].

1. Press [HOLD].	NON EXCL. HOLD	
Note: [LINE-nn] LED on hold winks on all FlexSets.	CALL HOLD xxxxx	WINKING

2. Listen for the confirmation tone.

3. Inform the party to whom you want to transfer on which line the call is held.

To return or pickup a call on Hold:

1. Press the winking [LINE-nn].	ANSWER xxxxx	WINKING ON

This feature enables an authorized user to break into an established two-party call.

To break into a busy destination:

1. Press [BREAK IN].

Display Message
BUSY xxxxx

or

Press [XFER] and dial Break-In code 3.

Display Message
B TO yyyyy xxxxx

Both conversing parties will hear the Break-In warning tone.

To release Break-In (Break-Out):

1. Press [SPKR] or hang up.

➠ **Note:** To program a [BREAK-IN] key, use feature code #124.

Broker/Consultation/3-Way Conference Call

Xfer | Display Message | Key LED

Your telephone can be set up to use only one of the following three party functions, as defined through your Class Of Service. Each action is performed by first pressing the XFER (transfer) key; however, for stations where Auto Transfer is defined, transfer takes place as soon as the required number is dialed. This takes effect only the first time transfer takes place. Subsequent actions do require pressing XFER as defined in this manual. See also "Transfer to Held Call" on *page 178*.

- **Broker Call:** This feature allows you to put a call on hold and then converse privately with a third party, while switching between the two calls. The party not in conversation is automatically put on hold and cannot hear any other conversation.
- **Consultation Call:** This feature allows you to consult with a third party. While consulting, the original caller is put on hold. After consultation is complete the two original parties are reconnected and the consulted party is then released.
- **3-Way Conference:** This feature allows you to bring a third party into an ongoing conversation. All three parties can converse in a three party conference.
- **Combination Consultation/Broker/3-Way Conference Call:** This feature allows you to change a conversation from broker to consultation to 3-way conference by pressing the transfer key while in conversation. The first transfer allows you to converse privately with a third party. The second transfer allows you to speak privately with the original party, while the third party is put on hold. The third transfer places you in a 3-way conversation with all parties.

All the following features are activated during an established call:

To activate a Broker Call:

1. Press XFER*.
2. Dial the third party - wait for answer.
3. Press XFER to alternate between parties (any number of times).

Then either

- Press SPKR or hang up in order to allow conversation between the two parties.

or

- Press FORCED RELEASE to release all parties and press SPKR.

To activate a Consultation Call:

1. Press XFER*.
2. Dial the number of the person you want to consult with, then when your conversation is concluded
3. Press XFER to return to the original call (the consulted party is released).

To activate 3-Way Call:

1. Press XFER*.

2. Dial the third party number. When the party answers

   either

   - Press FORCED RELEASE to release the third party and to return to original call (same as consultation call)

     or

   - Press XFER to connect all three parties.

To activate combination of Broker/Consultation/3-Way Conference Call:

1. Press XFER*.

2. Dial the third party number, wait for answer.

3. Press XFER to put the third party on hold.

4. When you have concluded your private conversation, press XFER to complete a 3-Way Conference Call.

Call Forward

Display Message | Key LED

Calls arriving at your station can be forwarded to ring at various destinations, depending on the state of the terminal (all, busy, no answer, timed). Your FlexSet can distinguish between calls arriving from an internal or external source when forwarding (see *"Internal/External Forwarding" on page 38*). Possible forward destinations are *operator, station/group, external number via public and private speed call library, DVMS pre-recorded message, UNA/ central bell, group call, or network number (and the station itself for external calls)* (see *page 39* for forwarding procedure).

(E) = External Calls

- **All Calls:** Forwards all your incoming calls to a designated station. The destination can call back or return calls to your telephone, and you can still place outgoing calls from your telephone. A user lifting handset at a station with activated Call Forward All hears a distinctive dial tone.

  Display: `(E) FWD ALL`

- **Busy:** Forwards your incoming calls to another destination when your telephone is busy.

  Display: `(E)FWD BUSY`

- **No Answer:** Forwards your incoming calls to another destination when you do not answer within a system-defined number of rings.

  Display: `(E)FWD NO ANS`

- **Busy/No Answer:** Forwards your incoming calls to another destination when your telephone is busy, or when you do not answer within a predefined number of rings.

  Display: `(E)FWD BUSY`
  `(E)FWD NO ANS`

- **Timed:** Forwards your incoming calls to another destination, for a time period determined by the system. The system defined time can include up to two separate time periods, for example, between 12:00pm and 12:30pm and between 6:00pm and 6:30pm. Please use the form on the right, to document the system-defined time periods.

  Display: `(E)FWD TIMED`

Time Period	From	To
1st		
2nd		

Internal/External Forwarding

In addition to the forwarding options detailed on (see *page 37*), you can distinguish between calls arriving from an internal or external source when forwarding. For each forwarding feature (forward all, when busy, on no answer, etc.), you can program your FlexSet to forward your calls as follows:

- Forward internal and external calls to the same destination
- Forward internal and external calls to different destinations
- Forward internal calls only, while external calls continue ringing at your station
- Forward external calls only, while internal calls continue ringing at your station

This is demonstrated in the following table using the Call Forward All as an example:

Forward Option				Resultant Call Destination	
Case	**Call Forward All (#141) Set to:**		**Call Forward All External (#17702) Set To:**	**Internal Calls Go To:**	**External Calls Go To:**
1	Feature not set	and	Feature not set	Your own Station	Your own Station
2	Destination X	and	Feature not set	Destination X	Destination X
3	Feature not set	and	Destination Y	Your own Station	Destination Y
4	Destination X	and	Destination Y	Destination X	Destination Y
5	Destination X	and	Destination Y (Programmed as your own station)	Destination X	Your own Station

Possible destinations for X are: *operator, station/group, external number via public and private speed call library, DVMS pre-recorded message, UNA/central bell, group call, or network number*.
Possible destinations for Y are the same as for X, plus your own station number, thus facilitating forwarding of internal calls to another destination, whilst retaining external calls at your own station, as shown in Case 5 above.

	Display Message	Key LED
To operate Call Forward:	x = Forward destination	
1. Press required Call Forward key, or dial the appropriate Call Forward feature code (see table below).	(E)FWD type	OFF
2. Press ⌒ to scroll through types (All, No Answer, or Busy) of call forwarding.	(E)FWD type xxxxx	ON
3. Dial destination number where calls are to be forwarded.		
4. Listen for the confirmation tone.		
To cancel Call Forward:		
1. Press the lit Call Forward key, or dial the appropriate Call Forward feature code (see table below).	(E)FWD type xxxxx	ON
2. Press ⌒ to scroll through the types (All, No Answer, or Busy) of call forwarding.	(E)FWD type	
3. Dial cancellation code ✕.		
4. Listen for the confirmation tone.		

Note: Should you hear a reorder tone, call forward is denied at your station (as defined by Class of Service). In order to use this feature, ask the attendant to activate Call Forward at your station.

Call Forward Type	Feature Codes	
	Internal and External Calls	External Calls Only
All	#141 or #8	#17702
Busy	#140	#17701
No Answer	#142	#17703
Busy/No Answer	#147 or #2	#17705
Timed	#1985	#17704

	Display Message	Key LED

Operating Call Forward - key programmed with destination:

E) = External calls

You can program a feature key for "Call Forward" to a specific destination (see *"Programming: Programmable Keys" on page 135*). Pressing the defined key automatically activates Call Forward to the defined destination; the LED is lit. When the key is pressed a second time, Call Forward turns off and the LED extinguishes. Use the Divert Call feature (see *page 56*), to transfer a single incoming call instead of answering the call.
An example of Call Forward All to Susan is shown below. The procedure is similar for other Call Forward types.

To activate Call Forward All with destination:

1. Press programmed [(E)FORWARD ALL SUSAN].

Display Message	Key LED
(E)FWD ALL Susan	ON

2. Listen for the confirmation tone.

To cancel Call Forward with destination:

1. Press the lit [(E)FORWARD ALL SUSAN].

2. Listen for the confirmation tone.

Display Message	Key LED
(E)FWD ALL	OFF

➠**Note:** The Call Forward with Destination can only be activated if you have a programmed key. To program a destination key with Call Forward, use the relevant access code (see *page 37*), followed by the destination number.

Caller ID Control #1444

Display Message	Key LED

The Caller ID Control feature enables you to allow or restrict presenting of your telephone number to the called party for external calls. Your telephone is pre-set in the system to either restrict or display your Caller ID to the called party. Operating this feature overrides this setting on a per-call basis, if permitted by COS.

To make a call with a Caller ID Restricted:

(the called station normally displays your ID)

1. Dial #1444 followed by activation code ✓.

   or

   Press [ID CONTROL], then

Display Message	Key LED
ID. ALLOWED	OFF
DIAL ID. RESTRICTED	ON

2. Make call as required. — OFF

To make a call with Caller ID displayed:

(the called station normally does not display your ID)

1. Dial #1444 followed by cancellation code ✗.

   or

   Press the lit [ID CONTROL], then

Display Message	Key LED
ID. RESTRICTED	ON
DIAL ID. ALLOWED	OFF

2. Make call as required. — ON

Notes: 1) When you have a Caller ID programmed key, the LED is lit when Caller ID Control is restricted from your station.

2) To program a key with the Caller ID Control feature, use feature code #1444.

Camp-On: Call Back - Station, Outside Line — Xfer 2, #176

When a station is busy or does not answer, or when an outside line is busy, you may request that the system automatically call you back when the required destination number or line is available. See also *"Camp-On: Off-Hook - Call Waiting/Call Offer" on page 44*).

Display Message	Key LED
X = Camped-on number	

To Camp-On to a ringing/busy station or outside line:

1. Press [CAMP ON].

   or

   Press [XFER] and dial 2.

2. Listen for the confirmation tone. Your phone rings when station or outside line is available.

Display Message	Key LED
BUSY xxxxx	OFF
CAMPING ON xxxxx	ON

To Camp-On to a destination from an idle station:

1. Press [CAMP ON] or dial feature code #176.
2. Dial destination number.
3. Listen for the confirmation tone. Your phone rings after the camped-on port is available.

When your phone rings (destination station now idle):

1. Answer the call (requested station immediately rings)

   or

   Should you hear distinctive dial tone, (system-wide defined), press [CAMP ON] or dial 2 to initiate ringing.

Display Message	Key LED
CAMP CALL (your#) CAMP - ON TO xxxxx	FLASHING
ANSWER CAMP	
INTERNAL xxxxx	

	Display Message	Key LED
When your phone rings (required trunk now idle):		
1. Answer the call/listen for the outside dial tone	CAMP-CALL (your #) CAMP-ON TO xxxxx	FLASHING
or		
Should you hear inside distinctive tone, (system-wide defined), press CAMP ON or dial 2 to initiate outside call.	ANSWER CAMP	
2. Dial required outside number (not required in Routing Access dialing).	OUTSIDE xxxxx	
To cancel Camp-On before you are called back:		
1. Press the lit CAMP ON key or dial feature code #176.		
2. Scroll with and stop at the destination you want to cancel.	CAMPING ON xxxxx	ON
3. Dial cancellation code ✖.		
4. Listen for the confirmation tone if LIST EMPTY is displayed.	LIST EMPTY	OFF
5. Press SPKR.		

Notes: 1) If you have camped onto a number of destinations and your FlexSet is not equipped with a display unit, do not scroll, the oldest number camped on is cancelled. Cancelling camped on numbers can continue throughout the list, with the next oldest number then cancelled each time.

2) If you try to camp again onto an already camped number, you receive the error message: ALREADY SET.

3) To program a Camp On key, use access code #176.

4) Camp On is automatically cancelled after a system-wide defined period after activation.

Camp-On: Off-Hook - Call Waiting/Call Offer — Xfer 8

Upon hearing a busy tone from a Coral station, this feature enables you to send a call waiting tone to the busy party. When you apply this feature you hear a second ringback tone at your telephone.

To Camp-On a busy station while off-hook:

1. Press [XFER].
2. Dial 8.
3. Listen for the ringback tone or second ringback tone (defined system-wide).
4. Wait for answer.

Display Message	Key LED
BUSY xxxxx	
DIAL 8	
INTERNAL xxxxx	

Class Of Service (COS) Switchover #149

Display Message | Key LED

Each station has a Primary and Secondary Class Of Service (COS), which provides the basis for dialing and feature capabilities for a particular station. You may change from one COS to another. For an additional explanation see *page A-1* in the Glossary provided at the end of this guide.

To select your station's Secondary COS:

1. Press [COS SWITCH] or dial COS Switchover feature code #149.

   `2NDR COS CHANGE`
   `ENTER PASSCODE`

2. Dial your passcode (4 digits).

3. Dial activation code ✓.

   `YOUR PRIMARY`
   `COS IS: xxx`

4. Listen for the confirmation tone.

   `YOUR SECONDARY`
   `COS IS: yyy`

To return to your station's Primary COS:

1. Press [COS SWITCH] or dial COS Switchover feature code #149.

   `2NDR COS CHANGE`
   `ENTER PASSCODE`

2. Dial your passcode (4 digits).

3. Dial cancellation code ✗.

   `YOUR SECONDARY`
   `COS IS:yyy`

4. Listen for the confirmation tone.

   `YOUR PRIMARY`
   `COS IS:xxx`

Notes: 1) In order to perform COS Switchover at your telephone, you must first have a defined passcode (see *page 131*).
2) The selection of secondary COS is denied when your telephone is in Check-out mode.

Conference calls allow several users to join a multiparty conversation. Up to 6 or 15 participants are permitted depending on the system hardware assigned to the conference call. You may use any one of the following:

- Meet Me Conference • Conference Release • Group Calls (see *page 73*)
- Progressive Add-on • Lock

MEET-ME

To Join a Conference: *(at the assigned hour)*

Dial assigned conference number 7098-7099 or press CONF# — ANSWER (CONF#) — ON

➠**Note:** Warning tone is heard by all participants.

To leave a conference:

Press SPKR or hang up.

To force release an entire conference:

Press FORCED RELEASE (see *page 71*).

ADD-ON (while connected to a station/trunk)

To add on an additional participant to a progressive conference:

(while connected to a station/trunk)

1. Press XFER.
2. Press CONFERENCE# or dial assigned conference number 7098-7099. — ANSWER (CONF #) — ON
3. Press SPKR or hang up to leave conference.

➠**Note:** Warning tone is heard by all participants.

Conference, Multiparty View/Release #1983

This feature allows an authorized user, from idle, to release a conference participant from an ongoing conference. This feature also allows viewing the participant list.

Display Message	Key LED
x = Participant number or name to be released	

To release a single participant from conference:

1. Press [CONFERENCE RELEASE] or dial feature code #1983.

Display Message	Key LED
CONF. INSPECT ENTER CONF NUM	ON

2. Press [CONFERENCE#] or dial assigned conference number 7098-7099.
3. Dial participant number or press or to scroll through participant list *(see Caution below).*

Display Message	Key LED
RELEASE XXXXX CONF (conf#)	ON

4. To activate Forced Release, dial activation code ✓(no confirmation tone is heard).
5. When no participants remain, the display shows:

Display Message	Key LED
CONF EMPTY ENTER CONF NUM	OFF

6. Press [SPKR] to exit.

CAUTION ! If you do not enter or display the participant number (trunk or station number), you will remove an unidentified member from the conference. The first to be removed is always the member who joined the conference first, the second to be removed is the member who joined the conference second, and so on. When a member is removed, a warning tone is heard by all remaining participants.

Conference Lock allows an authorized user to block other users from joining an ongoing conference. The CONFERENCE LOCK key acts as an on/off switch, locking and unlocking the conference as required. *However, if you are the member who locks the conference and then leaves, you will not be able to rejoin until unlocked by another member.*

To lock your ongoing conference:

1. Press CONFERENCE LOCK.

ANSWER (conf#)

CNF LOCK (conf#)

To unlock your ongoing conference:

1. Press CONFERENCE LOCK.

ANSWER (conf#)

CNF UNLOCK (conf#)

Note: This feature can only be activated by using a programmed key. To program a Conference Lock key, use access code #1441.

Directory #1994

Display Message | Key LED

This feature provides a searchable directory listing for users of display enabled FlexSets (120D, 280D, 280D-Z). Both Shared and Personal records are combined and organized alphabetically, for easy retrieval. A search result can be dialed at the touch of a key.

The Directory enables:

- Fast search by name
- Number retrieval and autodial
- Add/edit entries to the Personal directory

Shared Directory is composed of the following internal and external numbers:

- Public Speed Call Library
- Hunt Group
- Boss Group
- All stations defined in the system

Personal Directory is a self-built database of external telephone numbers. It is accessible only from the station at which it was entered.
An entry to the Personal Directory is distinguished from a Shared Directory entry by a preceding asterisk.

Calls arriving to your station are matched against entries to your Personal Directory. Incoming calls from contacts listed in the directory are shown on the display as they appear in the Directory.

	Display Message	Key LED

To search the Directory:

Note: Both Shared and Personal directories are accessed by the first constituent of an entry. If an entry consists of a given name and a family name, the search will look for the attribute listed first.

1. Press DIRECTORY or dial the Directory feature code #1994.

Display Message	Key LED
DIRECTORY SEARCH:	ON

2. Enter all or part of the required name (up to 16 characters) using the alphanumeric keys (see *"Keypad - Alphabetic Mode" on page 53* and *"Editing Keys" on page 54*).

   You may also use keys to scroll through the Directory.

Display Message	Key LED
SEARCH: name	ON

3. While the name or number of the retrieved contact party is displayed, you can do one of the following:
   - Place a call by pressing asterisk (*) (see steps below)
   - Modify a Personal Directory contact information by dialing #2 (see *page 51*)
   - Permanently remove a Personal Directory entry by dialing #0 (see *page 51*)

To place a call from the Directory

1. Retrieve the required name (see steps above).

Display Message	Key LED
SEARCH: name	ON

2. Dial asterisk (*) to call currently displayed contact.

   If you are calling an internal number, the following display appears:

Display Message
INTERNAL called name

   If you are calling an external number, the following display appears:

Display Message
OUT trunk#/name DIAL called number

	Display Message	Key LED
To modify a Personal Directory entry		
1. Retrieve the required name (see Search on *page 50*).	SEARCH: * name	ON
2. Dial #2.	NAME: * current name	ON
3. If required, enter the modified name (see table on *page 54* for edit options).	NAME: modified name * current name	ON
4. Press key to initiate Edit Number mode.	NUM: * current number	ON
5. If required, enter the modified number (see table on *page 54* for edit options)	NUM: modified number * current number	ON
6. Press key to save the changes. *or* Dial asterisk (*) to save the changes and to call the saved contact.	OUT trunk#/name DIAL number	OFF
To remove an entry from the Personal Directory:		
1. Retrieve the required name (see Search on *page 50*).	SEARCH: * name	ON
2. Press #0 to delete the entry. The entry subsequent to the one removed appears on the display.		

CAUTION ! You will not be able to restore the deleted entry.

	Display Message	Key LED
To add a new entry to Personal Directory:		
1. Press DIRECTORY or dial the Directory feature code #1994.	DIRECTORY SEARCH:	ON
2. Dial #1.	NAME:	ON
3. Enter the name of your contact (up to 16 characters including spaces) using the alphanumeric keys (see *"Keypad - Alphabetic Mode" on page 53* and *"Editing Keys" on page 54*).	NAME: name	ON
4. Press key to move to the Number field.	NUM:	ON
5. Enter the external telephone number of your contact party. (Do not enter the outside line access code).	NUM: dial number	ON
6. Press key to save the entry (an asterisk marks the saved entry as a Personal Directory entry)	SEARCH: * name	ON
or		
Dial asterisk (*) to save the entry and to place a call to the saved contact.	OUT trunk#/name DIAL number	OFF
Note: 1) Any attempt to make an entry in excess of the number of entries allowed by the system will fail. The following message will appear:	OUT OF RANGE	
2) Any attempt to assign a dial number already existing in the Directory to a new contact will fail. The following message will appear:	ALREADY SET	

Keypad - Alphabetic Mode

Use the keypad to make new entries or navigate through the directory to a specific entry. The cursor advances automatically when the next key is pressed. If two consecutive letters are on the same key, wait for the cursor to disappear before proceeding to the next key. The table below indicates the key presses used to input the required letters. This table may override the designations on your keypad.

For example, to enter "ANN" press: [2 ABC] [6 MNO] [6 MNO] WAIT [6 MNO] [6 MNO]

A N N

KEYS	CHARACTERS			
Press:	1 Time	2 Times	3 Times	4 Times
1	—	—	—	—
2 ABC	A	B	C	—
3 DEF	D	E	F	—
4 GHI	G	H	I	—
5 JKL	J	K	L	—
6 MNO	M	N	O	—
7 PQRS	P	Q	R	S
8 TUV	T	U	V	—
9 WXYZ	W	X	Y	Z
*	—	—	—	—
0	—	—	—	—
#	—	—	—	—

Editing Keys

The Directory allows you to easily retrieve a telephone number by keying a name of your contact and to place a call to the search result as soon as the match is found. The available key combinations are listed in the table below.

Options marked with a diamond (♦) are applicable for the Personal Directory only and are not relevant for the Shared Directory.

Option	Action		Description
	Dial	Or Press	
DELETE ENTRY♦	#0		Erases the currently displayed contact from the Personal Directory. There is no option to restore the deleted entry.
NEW ENTRY♦	#1		Add a new entry to your Personal Directory.
MODIFY ENTRY♦	#2		Edit the displayed personal entry.
BACKSPACE	#3		Erase the last entered character or digit.
SPACE	#4		Insert a space between words.
NAME/NUMBER	#5	NAME/NUMBER	A toggle key that, when pressed, switches between name and number of your contact. To program the NAME/NUMBER button, use feature code #128. See *"Name/Dial Number Display" on page 117*.
SEND	*		Dials the number of the currently displayed contact.

Option	Action		Description
	Dial	Or Press	
SCROLL			Use to scroll, contact by contact, through Directory entries. Directory entries are automatically alphabetized.
CAPS LOCK♦		CAPS LOCK	A toggle key that, when pressed, causes all subsequent alphabetic characters to be either lowercase or uppercase. To program the CAPS LOCK button, contact your system administrator for the Lowercase/Uppercase feature code.
CHARACTER/DIGIT		CHARACTER/ DIGIT	A toggle key that, when pressed, causes all subsequent characters to be either digits or characters. Used when name entries are comprised of both characters and digits. To program the CHARACTER/DIGIT button, contact your system administrator for the Character/Digit feature code.

Divert Call #1445

Display Message | Key LED

This feature enables you to divert an incoming call while actively engaged in another call, or while an idle station is ringing, without first answering it. The call you are engaged in is not interrupted, nor is the incoming call aware of the diversion. The destination can be any permissible dial number in the system. Typically Divert Call can be used to send an incoming call to a boss group, a secretary, or to voice mail, by making Library the destination of the diversion.

To activate during ringing:

1. Press DIVERT CALL to xxxx. — normal display — OFF
2. The incoming call is diverted to the programmed destination. The current call continues uninterrupted or the station remains idle.

Notes: 1) This feature can be utilized only if you have a programmed DIVERT CALL key with a destination.
2) To program a DIVERT CALL key, use feature code #1445, followed by the destination number. More than one DIVERT CALL key may be defined, each with a different destination.
3) Possible destinations are *operator, station/group, public speed call library, DVMS pre-recorded message, UNA central bell or group call.*
4) Your station must be defined as multi-appearance to be able to divert a new call while engaged in a previous one.

Do Not Disturb (DND) #145

Display Message | Key LED

This feature enables you to inhibit the telephone from ringing, although you will still receive VOICE PAGE calls. However, when DND is activated you are still able to make outgoing calls. Any call forwarding to your telephone is automatically cancelled when you activate the DND feature. Only a station with DND Override privilege can call your station.

x = Caller number or name

To activate while your set is ringing:

1. Press [DND].

Display Message	Key LED
xxxxx CALL (your #)	OFF

➠**Note:** This feature can be utilized only from a programmed DND key.

To activate from idle:

1. Press [DND],

Display Message	Key LED
DO NOT DISTURB	OFF

or

Dial Do Not Disturb feature code #145 followed by activation code ✓.

Display Message	Key LED
DO NOT DISTURB	ON

2. Listen for the confirmation tone.

➠**Note:** Should you hear a reorder tone, DND is denied at your station (as defined by Class of Service). In order to use this feature, ask the attendant to activate DND at your station.

	Display Message	Key LED
To cancel from idle:		
1. Press the lit DND.	DO NOT DISTURB	ON
or		
Dial Do Not Disturb feature code #145 followed by cancellation code ✖.	DONT DISTURB OFF	OFF
2. Listen for the confirmation tone.		

DND Override can only be utilized by an authorized user.

This feature can be applied to stations that are idle, but have been set to Do Not Disturb or Unattended. After dialing a station and receiving a reorder tone, if the DONT DIST or UNATTENDED message appears, override can be applied and your call can ring the station.

To override Do Not Disturb status:

1. Press [BREAK IN]. — DONT DIST xxxxx

or

Press [XFER] and dial Break-In code 3.

then

2. Listen for the ringback tone — INTERNAL xxxxx

3. Wait for answer.

Note: The override feature uses the same feature code as Break-In (see *page 33*).

Elapsed Time Display #129

Display Message | Key LED

This feature enables you to display the elapsed time during an incoming or outgoing external or network call. When activated from idle, Elapsed Time automatically displays the duration of a call whenever the call is established. When activated during a call, Elapsed Time displays the duration of the current call. The elapsed time is shown in HH:MM:SS format (up to 13 hours) 12:59:59.

To activate Elapsed Time Display from idle (for all calls):

1. Press [ELAPSE] or dial feature code #129 followed by activation code ✓.
2. Listen for the confirmation tone.

Display Message: `ELAPSE TIME OFF` → `ELAPSE TIME ON`

Key LED: OFF → ON

To cancel Elapsed Time Display from idle (for all calls):

1. Press [ELAPSE] or dial feature code #129 followed by cancellation code ✗.
2. Listen for the confirmation tone.

Display Message: `ELAPSE TIME ON` → `ELAPSE TIME OFF`

Key LED: ON → OFF

During a call:

1. Press the toggle [ELAPSE] to activate or deactivate the Elapsed Time display.
2. When the call has ended, the Elapsed Time feature returns to the state it was set to before the call began.

Display Message: `hh:mm:ss`

Note: The system may be programmed with a limit on duration of your outgoing external calls. Once this limit is reached, the call is automatically disconnected.

Display Message: `TIME EXPIRED`

Executive Privilege #170

Display Message | Key LED

Executive Privilege allows you to use the features available at your station from any other station in the system. This feature operates for a single call.

To activate Executive Privilege:

1. Lift handset, or press SPKR at any telephone.

2. Press EXECUTIVE PRIVILEGE or dial the feature code #170.

   Display: `EXECUTIVE`

3. Dial your own station number.

   Display: `DIAL (your #)`

4. Dial your passcode (4 digits).

   Display: `EXECUTIVE (your #)`
   `ENTER PASSCODE`

5. Listen for the distinctive dial tone.

6. Dial your required number. Use this phone as you would from your own station.

   Display: `DIAL`
   `EXECUTIVE`

Notes: 1) Some telephones may be denied the Executive Privilege feature (defined by Class Of Service).

2) In order to use Executive Privilege your station must be defined with a passcode (see *page 131*).

3) Executive Privilege remains in effect for a single call only. Once the call is completed the telephone returns to its original Class of Service.

The Flash feature sends a signal through the system to trunk lines in order to operate certain types of features that are available on the second system. The second system may be a telephone switching center, PABX, or another Coral system. In certain countries the term Calibrated Opening is used in place of Flash.

Flash can only be activated while connected to an outside line.

To flash on trunk:

1. Press FLASH.

or

Press XFER and dial Flash feature code #150.

In cases where this is required, specific instructions will be given.

Use the following lines to write in the Flash key applications defined by your company's telephone system.

_____

_____

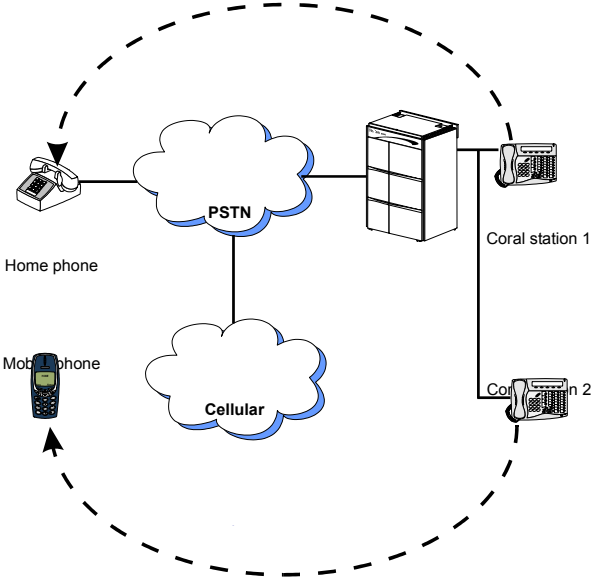
_____

_____

_____

Calls ringing at your Coral station can simultaneously ring at any designated internal or external phone (e.g. home phone, mobile, second station) and can be answered at either phone. Your FlexSet can distinguish between calls arriving from an internal or external source when ringing at the remote destination (see *page 64*). Calls can be transferred back to the original FlexSet anytime during the call.

The FlexiCall feature is an ideal solution for office applications requiring a "courtesy" telephone, and applications requiring an extension telephone to a system FlexSet. The FlexiCall feature may be used also to "semi-connect" ancillary devices such as answering machines, fax machines, or data modems to your FlexSet, without using a separate telephone number.



Notes: 1) The remote destination rings even when your FlexSet is disconnected.

2) The remote destination does not ring if any of the following features is activated at your Coral station:
- Do Not Disturb
- Call Forward All
- Call Forward Busy
- Call Forward Timed
- Auto Answer

3) The remote destination does not ring for the following incoming calls:
- Group call
- Boss Group call (except for the first ringing member defined with the FlexiCall feature)
- ELA Group call (except for the first ringing member defined with the FlexiCall feature)
- Bell/UNA
- Reminder
- Wakeup
- Voice Page

Internal/External FlexiCall

You can distinguish between calls arriving from an internal or external source when operating the FlexiCall feature. You can set your FlexSet to send your calls as follows:

- **All**, internal and external calls ring at your remote phone.
- **Internal** calls ring at your remote phone.
- **External** calls ring at your remote phone

This is demonstrated in the table below.

	FlexiCall Option			Resultant Call Destination			
Case	All (#17710)	Internal (#17711)	External (#17712)	Internal Calls ring at:		External Calls ring at:	
				Coral station	Remote phone	Coral station	Remote phone
1	✗	✓	✗	✓	✓	✓	
2	✗	✗	✓	✓		✓	✓
3	✓	Irrelevant	Irrelevant	✓	✓	✓	✓
4	✗	✓	✓	✓	✓	✓	✓

	Display Message	Key LED
To operate FlexiCall:		
1. Press the required FLEXICALL key, or dial the appropriate feature code. (see table below).	FLEX type	OFF
2. Dial the remote destination number (internal number or Public/Private Library number), at which calls will ring simultaneously with your Coral station. A remote destination can be: *an operator, station, network number, UNA/ Central Bell, or external number (stationary or cellular) via Public/Private Speed Call Library.*	FLEX type (remote #)	ON
3. Listen for the confirmation tone.		
To cancel FlexiCall		
1. Press the lit FLEXICALL key, or dial the appropriate feature code (see table below).	FLEX type (remote #)	ON
2. Dial cancellation code ✘.	FLEX type	OFF
3. Listen for the confirmation tone.		

Note: Should you hear a reorder tone, FlexiCall is denied at your station (as defined by Class of Service).

FlexiCall Type	Feature Codes
All	#17710
Internal	#17711
External	#17712

Receiving calls at an off-site remote destination

If your remote destination is located outside the enterprise (connected to the PSTN or public cellular network), you can answer all your incoming calls from your remote destination.

Note: Your remote off-site (non-Coral) phone is activated as a part of the Coral system only after a FlexiCall call is picked up at that phone.

When your telephone rings:

Answer the FlexiCall call as you would answer a regular call (see your remote phone user guide).

Once you have answered a FlexiCall call at your remote destination, the following options are available:

To	Dial	Description	Notes
Place a new call	⁎1	Your original conversing party will be disconnected. You will hear a dial tone indicating that you can place a call to a new contact. If your new contact has an external number, the number should be preceded by the outside line access code.	
Transfer call	⁎2	A dial tone prompts you to enter the required transfer number. Transfer can be screened or unscreened. To return to the original conversing party (when the transfer destination is busy or does not answer) dial ⁎2 again. (For more information on Transfer options, refer to *page 176*).	⁎2 operates as XFER

To	Dial	Description	Notes
Switch to Broker/ Consultation/3-Way Conference call	⁎2	A dial tone prompts you to enter the required third party number. Depending on your Class of Service definitions, one of the following three party functions will be activated: • Broker Call - see *page 96* • Consultation - see *page 96* • 3-Way - see *page 96* • Combination of Consultation/Broker/3-way Conference Call - see *page 97*	⁎2 operates as XFER
Divert call to Coral station	⁎3	A dial tone prompts you to enter the divert number. You will be disconnected and your conversing party will be transferred to the divert number. Your number will not show on the divert party's display.	
Access voice mail/IVR	⁎4	For instructions on accessing voice mail from your remote phone, refer to *page 68*.	
Divert call to your FlexSet	⁎5	You will be disconnected and your conversing party will be transferred to your Coral station. Your number will not show on your FlexSet's display. If your station does not answer within the system defined time-out period, the call will return to your remote phone.	

To activate voice mail/IVR from your remote phone:

You can access your voice mailbox, retrieve messages and setup voice mail options for your Coral station.

1. Answer the remote call.
2. Dial ∗1. Listen for the dial tone. Your original party will be released.
3. Dial the voice mail (or IVR) dial number.
4. Wait for the automated voice mail answer.
5. Dial the voice mail remote access code followed by your station number to access your station's voice mail box.
6. Dial ∗4 as soon as the Automated voice mail answers. This allows the system to recognize the voice mail (or IVR) commands.
7. Choose the required option from the voice mail (IVR system) menu.

➠**Note:** Contact your system administrator for the voice mail (IVR) dial number and voice mail remote access code.

Use the table to the right to record that number and code:

Voice Mail (IVR) Dial Number	Voice Mail Remote Access Code

Follow Me — #189 / #17713

Display Message	Key LED
x = Your station number (E) = External number	

This feature allows you to collect your calls from another station. The source station is then put into a Call Forward All state. Follow Me can be activated only from the **new** location.

You can choose between two Follow Me options:

- Forwarding all your calls to your new location (feature code #189), provided that Call Forward All External is not defined at the source station
- Forwarding only your external calls to your new location, while internal calls keep ringing at your desk phone (feature code #17713)

To activate Follow Me:

1. Lift handset or press [SPKR] at remote location.
2. Dial Follow Me feature code (see table on *page 70*).
   or press [(E) FOLLOW ME] .

   Display: `(E) FOLLOW ME ENTER SOURCE NO.`
3. Dial your own station number.

   Display: `DIAL xxxxx`
4. Dial activation code.

   Key LED: ON
5. Listen for the confirmation tone.

   Display: `(E) FOLLOW ME xxxxx`

   Key LED: OFF

	Display Message	Key LED

To cancel - from the secondary location:

1. Lift handset, or press [SPKR] from any station.
2. Dial Follow Me feature code (see table below).
   or press [(E) FOLLOW ME]
3. Dial your own station number.
4. Dial cancellation code ✖.
5. Listen for the confirmation tone.

y = Dial number of the station with activated Follow Me feature

Display Message	Key LED
(E) FOLLOW ME xxxxx	ON
(E) FOLLOW ME	OFF

To cancel - from your own station:

1. Press the lit [(E) FORWARD ALL] or dial Call Forward feature code (see table below).
2. Dial cancellation code ✖.
3. Listen for the confirmation tone.

Display Message	Key LED
(E)FWD ALL YYYYY	ON
(E) FWD ALL	OFF

Feature	Feature Codes	
	Internal and External Calls	External Calls Only
Follow Me	#189	#17713
Call Forward All	#141	#17702

Forced Release #123

Display Message | Key LED

This feature allows an authorized user to release two ports communicating with each other.

x = called port
y = connection partner of the called port

To Force Release a port using preprogrammed buttons:

1. Dial port number.
2. Listen for busy tone.

```
BUSY xxxxx
```

3. Press [BREAK IN] key.

```
B TO xxxxx  yyyyy
```

4. Listen for conversation, you may press [SPKR] or hang up in order to allow the continuation of the call.

   or

5. Press [FORCED RELEASE] and listen for the confirmation tone.
   Both ports will be disconnected.

```
FORCED RLS xxxxx
```

6. Press [SPKR] or hang up to release.

Notes: 1) To program FORCED RELEASE key, use feature code #123.

2) To program BREAK IN key, (see *page 33*).

To Force Release a port using XFER button

1. Dial port number.
2. Listen for busy tone.

```
BUSY xxxxx
```

3. Press [XFER] and dial 3. You will break into the conversation.

```
B TO xxxxx  yyyyy
```

4. Listen for conversation, you may press SPKR or hang up in order to allow the continuation of the call.

   or

5. Press XFER.

6. Press SPKR or hang up to release.

Group Calls are conference calls, allowing participation of up to 250 members at a time. Two options are offered: a) preset Group Calls comprised of predefined members, b) Add On (Temporary) Group Calls containing no predefined members, where participants are added from the Group Call initiator station. Each Group Call has its own unique dial number. Group Call members can be internal stations or external numbers dialed through Public Library numbers.

When a Group Call is placed, all stations defined as registered members for that particular group ring. As a member joins the conference (i.e. answers the incoming group call ring), all actively participating members can be alerted by a defined warning tone.

Unanswered stations will continue ringing until the defined timeout period is completed, without disturbing the conference.

Depending on the system settings, a warning tone may be heard by a conference initiator upon activating the group call, and by all the participants every time a participant joins (or leaves) an ongoing conference.

Group members may be blocked from joining the conference once the ringing has stopped. The conference may, if desired, be locked to those users that are not listed on the system as the conference registered members. When the Group Call is not locked, the non-registered members may join an ongoing conference by dialing the Group Call access code, or be connected by a registered member.

The conference is controlled by a user defined as the *Group Operator*.

Participants may join a conference with the ability to speak, or they may join in the mute mode in which they can only hear others allowed to speak. In case of a muted conference, only the Group Call initiator has the right to speak. Other participants can be granted permission to speak by the *Group Operator*. These options are set in the Group Call definitions.

An authorized user can force release a participant or terminate an entire conference.

Use the following form to write in your group call details:

Group Call Members	Group Operator	Group Call Access Code (group#)	Conference Number (conf#)

The following Group Call pages are subdivided into the topics listed below:

Feature	Page
Preset Conference Activation	75
Temporary Conference Activation	76
Joining	78
Addition of Participants	79
Submitting Request to Speak	80
Control over Permission to Speak (Operator)	81
Forced Release of a Participant	82
Forced Release of an Entire Group Call	83

Group Calls: Preset Conference Activation 5600-5849

Display Message | Key LED

Preset Group Calls are comprised of a number of specified members whose stations ring simultaneously when an assigned Group Call number is dialed. This feature allows a conference initiator to contact all the registered members with one button press. The maximum number of participants is 100, depending on the system configuration.

conf# = Conference Port dial number or name
group# = Group Call dial number or name

To call a preset group:

1. Press GROUP CALL# or dial Group Call access code.

   ANSWER (conf#)
   GRP CALL (group#) — ON

2. All the member stations start ringing.

3. Wait for members to join, hear warning tone (if defined system-wide) every time a member answers.

   CONF COMPLETED
   GRP CALL (group#) — ON

4. Start speaking when the CONF COMPLETED message appears momentarily on the display (the message indicates that all non-answered stations have stopped ringing).

   ANSWER (conf#)
   GRP CALL (group#) — ON

5. If none of the member stations answered, the NO ANSWER message appears.

   NO ANSWER (group #) — OFF

➠**Note:** For Group Call access codes, see table on *page 74*.

Group Calls: Temporary Conference Activation #1449

Display Message	Key LED

The Temporary Conference feature allows an authorized user to establish an Add-On (Temporary) Group Call by adding participants as the conference is being set up. For this purpose, vacant Group Calls containing no preset members are defined system-wide. The Group Call initiator adds members from his/her station. A Temporary Group Call may include internal stations and/or external telephone numbers via a public speed call library. A few preset group calls may be joined to an Add-On Group Call via Public Libraries.

group# = Group Call dial number or name

conf# = Conference Port dial number or name

y = Station/Public Library dial number or name

To call a temporary group:

1. Dial Add-On Group Call feature code #1449 or press [ADD ON GROUP CALL]. Listen for the dial tone.

   `ADD ON GRP CALL` — **ON**

2. Press [GROUP CALL#] or dial the Group Call access code.

   `(group#)` / `ADD ON GROUP CALL` — **ON**

3. Dial required stations and/or Public Libraries (up to 5 or 14 destinations, depending on the system configuration).

   `(group#) yyyy` / `ADD ON GRP CALL` — **ON**

4. While entering participants, you can erase the last entered participant from the list by dialing cancellation code ✘.

5. When the list of participant is completed, dial activation code ✓.

   `ANSWER (conf#)` / `GRP CALL (group#)` — **OFF**

6. All the called stations start ringing.

	Display Message	Key LED
7. Wait for members to join, hear the warning tone (if defined system-wide) every time a member answers.	CONF COMPLETED GRP CALL (group#)	OFF
8. Start speaking when the CONF COMPLETED message appears momentarily on the display (the message indicates that all non answered stations stopped ringing).	ANSWER (conf#) GRP CALL (group #)	OFF

➠**Note:** For Group Call access code, see table on *page 74*.

Group Calls: Joining 5600-5849

Display Message	Key LED
x = Group Call initiator dial number or name	

The registered members join a conference being initiated by answering the incoming group call. Provided the conference is not locked against non-registered participants, they can join the conference by dialing the group call access code or can be transferred to the group call by an authorized user (see *page 79*).

To join a group while your phone is ringing:

1. Answer or press the lit GROUP CALL#.

Display Message	Key LED
XXX CALL (your#)	ON

2. Warning tone will be heard by all participants (if defined system-wide).

Display Message	Key LED
ANSWER xxxx GRP CALL (group#)	ON

To join an ongoing group call (after station has stopped ringing):

1. Press the lit GROUP CALL# or dial the Group Call access call.

Display Message	Key LED
ANSWER xxxx GRP CALL (group#)	ON

2. Warning tone will be heard by all participants (if defined system-wide).

➠**Note:** When the group is defined as blocked against joining an ongoing conference, the BUSY message will be displayed and the busy tone will be heard.

Display Message	Key LED
BUSY (group#)	

To leave a conference:

1. Press SPKR or hang up.

2. Warning tone will be heard by all participants (if defined system-wide).

Group Calls: Addition of Participants 5600-5849

Display Message | Key LED

Allows an authorized user to transfer a new participant to an established conference. The feature enables a user engaged in a conversation to add his conversing party to the ongoing conference. The feature can be enabled when the Group Call is not locked against non-registered participants, and connecting to the ongoing conference is not restricted.

x = New participant dial number or name

conf# = Conference Port dial number or name

To add an additional participant to an outgoing group call:

1. While connected to a station/trunk — ANSWER xxxx
2. Press [XFER]*. Listen for the dial tone. — DIAL
3. Dial the Group Call access code or press the lit [GROUP CALL#].
4. Warning tone will be heard by all participants (if defined system-wide). — ANSWER (conf#)
5. Both the new participant and yourself are connected to the group call.

Note: 1) When the group is defined as locked against non-registered participants, and one of the conversing parties is not registered, the reorder tone is heard and the CNF LOCK message is displayed. The registered party joins successfully, while the non-registered party is disconnected. If neither are registered members, both conversing parties will be disconnected — CNF LOCK (CONF#)

2) When the group is defined such that no new participant can join an ongoing conference, both conversing parties will be disconnected. The busy tone is heard and the BUSY message is displayed. — BUSY (group#)

Group Calls: Submitting Request to Speak #1443

Display Message | Key LED

Members may be permitted to participate in a Group Call with the ability to speak and hear each other, or in the mute mode. In case of a muted conference only a Group Call initiator has the right to speak. The user defined as *Group Operator* can set his own station to the audible mode, while connected to the conference, and to grant the right to speak to other participants.

This feature allows you to request permission to speak from the *Group Operator*. The request is submitted while your current conference is in progress, without disturbing it.

x = Group Operator dial number or name

To send a request to speak to the Group Operator:

1. Press [REQUEST SPEAK] or [XFER].

   ANSWER xxxx
   GRP CALL (group#) ON

2. Continue attending the current conference, while watching the [REQUEST SPEAK] key LED and the second line of display.

3. TRX.ON message prompts that you are given permission to speak:

   ANSWER xxxx
   TRX.ON OFF

4. TRX.OFF message prompts that the permission to speak is taken away from you.

   ANSWER xxxx
   TRX.OFF OFF

Note: To program a Speech Request key [REQUEST SPEAK], use Help feature access code #1443, followed by the Group Operator dial number (see *page 85*).

Group Calls: Control over Permission to Speak (Operator)

Display Message | Key LED

This function is relevant for Group Calls defined to admit participants only in mute mode. This feature allows the Group Operator to grant a participant permission to speak - either by operator's own initiative or as a response to the Request to Speak sent by a Group Call participant. The operator can ignore the Request to Speak, or act as described below. To utilize the feature, the Group Operator's FlexSet must be equipped with a display and the DSS buttons programmed with participants' dial numbers.

conf# = Conference Port dial number or name

x = Group Call Operator dial number or name

y = Station dial number or name

To respond to the Request to Speak:

1. Listen for the muted ring and check the station number/name displayed.

   `ANSWER conf#`
   `REQ SPEAK yyyy` — **WINKING (fast flashing)**

2. Press the winking DSS button associated with the station that is requesting permission to speak.

   `ANSWER conf #`
   `TRX. OFF yyyy` — **FLASHING**

3. Notify the participant that permission to speak is given.

   `ANSWER CONF#` — **FLASHING**

To initiate permission to speak:

1. Press the steadily lit DSS button associated with the required participant.

   `ANSWER CONF#`
   `TRX. ON yyyy` — **FLASHING**

2. Ask the participant to start speaking.

To retract permission to speak:

1. Notify the participant that the permission will be retracted.

2. Press the flashing DSS button associated with the participant to be muted.

   `ANSWER CONF#`
   `TRX. OFF yyyy` — **STEADILY LIT**

CAUTION ! A Group Operator who left the conference and rejoined in the mute mode must give himself permission to speak by pressing the steadily lit DSS button preprogrammed with his own dial number.

Group Calls: Forced Release of a Participant #1446

Display Message | Key LED

This feature allows an authorized user, from idle, to release a participant from an ongoing conference. The feature does not allow the user to view the list of participants.

group # = Group Call dial number or name

y = Station/trunk number/name

To release a single participant:

1. Dial feature code #1446 or press [MEMBER RELEASE].

   `CONF FORC RELEASE` — **ON**

2. Listen for the dial tone.

3. Dial the participant number or press the programmed DSS key.

   `RELEASE yyyy`
   `CONF FORC RELEASE` — **ON**

4. Dial activation code ✓ (no confirmation tone will be heard).

   `RELEASED YYYY`
   `CONF FORC RELEASE` — **ON**

5. Press [SPKR] to exit. — **OFF**

Group Calls: Forced Release of an Entire Group Call #1447

Display Message	Key LED
group # = Group Call dial number or name	

This feature allows an authorized user, from idle, to release the entire group call.

To release an entire group call:

	Display Message	Key LED
1. Dial feature code #1447 or press [GROUP RELEASE].	GROUP CALL REL.	ON
2. Listen for the dial tone.		
3. Press [GROUP CALL] or dial the access code of the required Group Call.	RELEASE GRP (group #) GROUP CALL REL.	ON
4. Dial activation code ✓ (no confirmation tone will be heard).	RELEASED GROUP CALL REL.	ON
5. Press [SPKR] to exit.		OFF

Headset Only #1302

Display Message | Key LED

The feature is designed for users operating in headset mode. It is of particular value at information centers where the headset option is the most efficient way of communication. When activated, the Headset Only feature causes calls to be conducted via the headset and disables the FlexSet's microphone and loudspeaker, along with the features that use these devices, e.g. background music, voice page, etc. Calls are conducted via the headset even if the cradle switch is on-hook, enabling a user to make full use of the hands-free operation.

➠**Note:** 1) When utilizing Headset Only feature, the SPKR key should be programmed as an ON/OFF (connect/release) key. See your system administrator.

2) Refer to *page 167*, for instructions on operating a FlexSet programmed as Headset Only.

To activate Headset Only:

1. Dial Headset Only feature code #1302 followed by activation code ✓,

   or press [HEADSET ONLY].

HDSET ONLY OFF — OFF

HDSET ONLY ON — ON

To disable Headset Only:

1. Dial Headset Only feature code #1302 followed by cancellation code ✗,

   or press the lit [HEADSET ONLY].

HDSET ONLY ON — ON

HDSET ONLY OFF — OFF

Help: Requesting #1443 Display Message Key LED

The Help Requesting feature allows you to alert a preselected station, while you are in conversation. This is of value, for example, if you happen to find yourself in a situation where you need help. The Help feature is operated while your current call is in progress, without disrupting the call. Once you have agreed upon a partner for the help procedure, a predetermined action can take place between you and your partner when Help is activated.

Activating Help (while in conversation):

1. Press [HELP].

2. Continue current call, while watching the Help key LED.

Note: 1) This feature can be operated only with a programmed key. To program a HELP key, use the access code #1443, followed by the destination number. The destination must be another keyset equipped with a display.

2) Many keys can be programmed, each with a different destination.

HELP Key LED	Description
ON	Destination phone rings
WINKING	Destination received the help signal (call was answered)
OFF After WINKING	wait for help (request seen and answered)
OFF After ON	Press HELP key again, request not answered)

Help: Answering

Display Message	Key LED

The Help answering feature allows you to receive a call for help from another station. It is suggested that an agreed upon action takes place when you receive a request for help from your help partner.

x = Station number or name requesting help

When your phone rings:

1. Answer the call and check the station number displayed.

HELP XXXXX

2. Listen for the confirmation tone.

3. Press SPKR or hang up to release.

ANSWER HELP
ST. XXXXX

4. Take help action as agreed.

Note: If engaged in a call when help is requested, a muted ring tone and message is received. Terminate call or put it on hold and answer, so the requesting station knows that you have received the request for help.

Hold	**#171 or #4**	Display Message	Key LED

A calling party can be placed on HOLD while another call is made. The held party can hear one of the following: music, reorder tone, busy tone or no sound at all as defined system-wide.

To place a call on hold:

1. Press [HOLD].

   or

   Press [XFER]* and dial access code #171.

2. Listen for the confirmation tone.

Display Message	Key LED
CALL HOLD xxxxx	ON
	HOLD ON LINE WINKING

To place a call on automatic hold (optional when defined at this station):

While engaged on a call, the connected party will be automatically put on hold upon pressing another LOOP/LINE/DSS key, in order to answer or place another call.

To return to the call on hold:

1. Press the winking key at which the call is being held.

   or

   Press the lit [HOLD] key (see Note 1, on the next page).

   or

   Press the lit [HOLD] key (see note 2, on next page) or dial #171.

2. Dial activation code ✓.

Display Message	Key LED
ANSWER XXXXX	ON

	Display Message	Key LED

To return to the call on multi-hold:

1. Press the lit HOLD key (see note 2) or dial #171.
   The held calls are returned in “First In/ First Out” order.

   CALL HOLD xxxxx

2. Then either: dial the required held party number
   or
   Press to scroll through the hold list until the required number is displayed.

3. Dial activation code ✓.

   ANSWER xxxxx

Notes: 1) This option can only be activated if allowed by system (auto active) system-wide or the HOLD key is programmed by access code #171 or followed by activation code ✓.

2) This option can be activated by the HOLD key if allowed by system (auto active not defined) system-wide and HOLD key is programmed only by access code #171.

3) If you do not return to the call on hold within a predetermined amount of time the call will automatically return to you.

   RECALL xxxxx — FLASHING

4) If your telephone is programmed with Hard Hold the message CALL ON HOLD will appear after you have placed a call on hold. When Hard Hold is activated on a call your station will be considered busy for additional incoming calls. However, outgoing calls can still be made.

Hot Line: Delayed

Display Message | Key LED

Upon lifting your handset you will receive an internal dial tone. However, if you do not dial a number within a system-wide defined time-out your telephone will automatically be routed to a pre-defined destination. This feature cannot be defined at your telephone, but is typically defined by the attendant. In addition the attendant can cancel the feature or set up Hot Line Delayed for other destinations.

To activate Hot Line Delayed (when defined at your telephone):

1. Lift handset or press [SPKR]. — DIAL
2. Listen for the dial tone.
3. Wait for a certain period of time until the hot line destination rings. — HOT ST DEL xxxxx
4. Wait for answer.

Note: During dial tone, you can dial the other number to override the feature.

Hot Line: Immediate

Display Message | Key LED

Immediately upon lifting your handset your telephone may be automatically routed to a predefined destination. This feature cannot be defined at your telephone, but it is typically defined by the attendant. In addition the attendant can cancel the feature or set up Hot Line Immediate for other destinations.

To activate Hot Line Immediate (when defined at your telephone):

1. Lift handset or press SPKR or press any call key.

2. The hot line destination telephone will ring immediately.

3. Wait for answer.

HOT ST. xxxxx

Idle Display - On/Off #137

Display Message | Key LED

When in idle mode, the first line of the display shows the time, date and site name and the second line indicates the name and station number where defined system-wide. You can switch the idle display on or off.

xxxx - Site name, up to 20 characters

To cancel Idle Display:

1. Press the lit IDLE DISPLAY or dial Idle Display code #137.
2. Dial cancellation code ✘.
3. Listen for the confirmation tone. display goes blank

Display Message	Key LED
IDLE DISP. ON	ON
IDLE DISP. OFF	OFF

To return Idle Display

1. Press IDLE DISPLAY or dial Idle Display code #137.
2. Dial activation code ✓.
3. Listen for the confirmation tone. display returns

Display Message	Key LED
IDLE DISP. OFF	OFF
IDLE DISP. ON	ON

American Presentation of Date Display

Display Message	Key LED
hh:mm(am/pm) mm/dd/yyyy xxxx user name (user#)	FlexSet 280D/ 280D-Z
hh:mm (am/pm) mm/dd/yyyy user name (user#)	FlexSet 120D

European Presentation of Date Display

Display Message	Key LED
hh:mm (am/pm) dd/mmm/yyyy xxxx user name (user#)	FlexSet 280D/ 280D-Z
hh:mm (am/pm) dd/mmm/yyyy user name (user#)	FlexSet 120D

Individual Remote System Services (Freedom) - IRSS # 17714

Display Message | Key LED

The IRSS feature, also known as Freedom, enables you to connect an off-site non-Coral phone (such as your home phone or mobile) to the Coral and make calls from within the system. Many of the Coral's extensive features (e.g. transfer, conference call, voice mail, access to public and private libraries) are available from this off-site phone. The off-site telephone operates as a virtual station in the Coral network, retaining the original features of the external telephone in addition to the Coral features.

n = Private/Public Speed Call Library number

Private/Public Library Number	IRSS Phone Number

To enable IRSS (for remote phone providing Caller ID):

Note: To enable the IRSS feature at your Coral station, you must first program a Private/Public Library number with your off-site phone number (see *pages 168-171*). Use the table to the right to record library numbers that contain your IRSS destination:

1. Press IRSS or dial feature code #17714.
2. Listen for the dial tone.
3. Dial a Private/Public Library number defined with your off-site phone number.
4. Listen for the confirmation tone.

IRSS DEST — OFF

IRSS DEST nnnn — ON

To cancel IRSS:

1. Press IRSS or dial feature code #17714.
2. Listen for the dial tone.
3. Dial cancellation code ✖.
4. Listen for the confirmation tone.

IRSS DEST nnnn — ON

IRSS DEST — OFF

Placing IRSS calls

- For IRSS calls placed from phones that send Caller ID, the IRSS feature must be enabled at your Coral station. See steps below.
- For IRSS calls placed from phones that do not send Caller ID information, the IRSS feature must be enabled using the Executive Privilege feature. See *page 94*.

To place a call from IRSS phone providing Caller ID:

1. Place a call to your Coral station.
2. Listen for a distinctive dial tone.
3. Dial your 4 digit passcode (if required by Class of Service).
4. Listen for the dial tone.
5. Dial the required destination number.

   Possible destinations can be: *external number (stationary or cellular), network number, or a Coral destination, including station, trunk/trunk group, dial service, routing access, public/private library, or voice mail*.

   Note: If your destination is an external number, it should be preceded by an external line access code.

   - If your destination is voice mail (IVR access code), skip to *page 98*.
   - If your destination is a FlexiCall All feature, skip to *page 99*.
   - To enable another IRSS phone, skip to *page 100*.
6. Listen for the ringback tone.
7. Wait for an answer.
8. You can activate any of the options described in the table on *page 95*.

To place a call from IRSS phone that does not provide Caller ID:

This applies for IRSS calls from off-site phones that do not possess a Caller ID number and, therefore, cannot be identified by the Coral.

➠**Notes:**1) Some telephones may be denied the Executive Privilege feature (defined by Class Of Service).
2) In order to use Executive Privilege your station must be defined with a passcode (see *page 131*).

1. Place a call to the Executive Privilege number (contact your system administrator for that number).
2. Listen for the dial tone.
3. Dial your own Coral station number.
4. Dial your 4 digit passcode. Listen for the distinctive dial tone.
5. Dial the required destination number.

   Possible destinations can be: *external number (stationary or cellular), network number, or a Coral destination, including station, trunk/trunk group, dial service, routing access, public/private library, voice mail*.

   ➠**Note:** If your destination is an external number, it should be preceded by an external line access code.

   - If your destination is voice mail (IVR access code), skip to *page 98*.
   - If your destination is a FlexiCall All feature, skip to *page 99*.
   - To enable another IRSS phone, skip to *page 100*.
6. Listen for the ringback tone.
7. Wait for an answer.
8. You can activate any of the options described in the table on *page 95*.

Options available while in an established IRSS call

To	Dial	Description	Notes
Place a new call	⁎1	Listen for a dial tone indicating that you can place a call to a new contact. Your original conversing party will be disconnected.	
Transfer call	⁎2	A dial tone prompts you to enter the required transfer number. Transfer can be screened or unscreened. To return to the original conversing party (when transfer destination is busy or does not answer) dial ⁎2 again. (For more information on Transfer options, refer to *page 176*).	⁎2 operates as XFER
Switch to Broker/ Consultation/3-Way Conference call	⁎2	A dial tone prompts you to enter the required third party number. Depending on your Class of Service definitions, one of the following three party functions will be activated: • Broker Call - see *page 96* • Consultation - see *page 96* • 3-Way - see *page 96* • Combination of Consultation/Broker/3-way Conference Call - see *page 97*	⁎2 operates as XFER
Divert call to a Coral station	⁎3	A dial tone prompts you to enter a divert number. You will be disconnected and your conversing party will be transferred to the divert number. Your number will not show on the divert party's display.	
Access voice mail/IVR	⁎4	For instructions on accessing voice mail from an IRSS phone, refer to *page 98*.	

Broker/Consultation/3-Way Conference call

While engaged in an established FlexiCall or IRSS call, you can use one of the options listed below, as defined by your Coral station Class of Service. For more information on these options, see *"Broker/Consultation/3-Way Conference Call" on page 34*.

To activate a Broker call:

1. Dial ⁎2.
2. Dial the third party and wait for an answer.
3. Dial ⁎2 to alternate between parties (any number of times).
4. When you hang up, the other parties will remain in conversation.

To activate a Consultation call:

1. Dial ⁎2.
2. Dial the number of the person you wish to consult with.
3. When your conversation is concluded, dial ⁎2 to return to the original call. The consulted party will be released.

To activate a 3-way Conference call:

1. Dial ⁎2.
2. Dial the number of the person you wish to add on to the call.
3. When the party answers, dial ⁎2 for a 3-way call.

To activate a combination of Consultation/Broker/3-way Conference calls:

1. Dial ∗2.
2. Dial the third party number and wait for an answer.
3. Dial ∗2. The third party is put on hold.
4. When you have concluded your private conversation, dial ∗2 to complete a 3-way Conference call.

To access voice mail/IVR from an IRSS phone:

You can access your voice mailbox, retrieve messages, and setup voice mail options for your Coral station.

1. Place an IRSS Call:
   - For a phone that provides Caller ID, repeat steps 1-4 on *page 93*.
   - For a phone that does not provide Caller ID, repeat steps 1-4 on *page 94*.
2. Dial the voice mail (or IVR) dial number.
3. Wait for the automated voice mail answer.
4. Dial the voice mail remote access code followed by your station number. You will gain access your station's voice mailbox.
5. Dial ✻4 as soon as the automated voice mail answers. This allows the system to recognize the voice mail (or IVR) commands.
6. Choose the required option from the voice mail (IVR system) menu.

Note: Contact your system administrator for the voice mail (IVR) dial number and voice mail remote access code.

Use the table to the right to record that number and code:

Voice Mail (IVR) Dial Number	Voice Mail Remote Access Code

To activate the FlexiCall All feature from your IRSS phone:

(For information on the FlexiCall feature, refer to *"FlexiCall" on page 63*).

1. Place an IRSS call:
   - For a phone that provides Caller ID, repeat steps 1-4 on *page 93*.
   - For a phone that does not provide Caller ID, repeat steps 1-4 on *page 94*.
2. Dial the FlexiCall All feature code #17710.
3. Listen for the dial tone.
4. Dial the destination number. Calls ringing at your desk phone will simultaneously ring at that destination.

   Possible destinations are: *operator, station, network number, UNA/Central Bell or external number (stationary or cellular) via Public/Private Speed Call Library*
5. Listen for the confirmation tone.

To cancel the FlexiCall All feature from your IRSS phone:

1. Repeat steps 1-3 above.
2. Dial cancellation code ✖.
3. Listen for the confirmation tone.

To enable a new IRSS phone from your current IRSS phone:

Note: To enable the IRSS feature at your Coral station, you must first program a Private/Public Library number with your off-site phone number. Use table on *page 92* to record Library numbers that contain your IRSS destinations.

1. From your current IRSS phone, place a call to your Coral station:
   - For a phone that provides Caller ID, repeat steps 1-4 on *page 93*.
   - For a phone that does not provide Caller ID, repeat steps 1-4 on *page 94*.
2. Listen for the dial tone.
3. Dial IRSS feature code #17714.
4. Listen for the dial tone.
5. Dial a Private/Public Library number defined with your **new** off-site phone number.
6. Listen for the reorder tone. You are now disconnected. You can now access your station from your newly assigned IRSS phone.

To cancel the IRSS feature from an IRSS phone:

1. Repeat steps 1-4 above.
2. Dial cancellation code ✖.
3. Listen for a short burst of confirmation tone. IRSS is cancelled at your station.

Last Number Redial

✻ or #143

Display Message

Key LED

The last number dialed is automatically stored in memory.

xxxx = station number or name
yyyy = external line number or name
zzzzzzz = outside telephone number

To activate last number redial:

1. Press ✻ on the dial pad.

   or

   Press LAST NUMBER key.

   or

   Dial feature code #143.

REDIAL NO. xxxx	For internal number
OUT yyyy DIAL zzzzzzz	For external number

Note: When dialing over an outgoing trunk, in some cases (as defined by Class of Service) the Last Number feature code must be followed by a Forced Account code. When Forced Account code is required, the distinctive dial tone will be heard after pressing ✻ or dialing #143.

Display Message | Key LED

x = Internal user number or name

Dialing can be accomplished in several ways, depending on what is most convenient for you. The following dialing methods can be used:

- Immediately, without lifting the handset, begin dialing from the dial pad.
- Lift handset, after hearing dial tone begin dialing.
- Press SPKR key without lifting the handset, after hearing dial tone begin dialing.
- Press any idle (LED not lit) loop, loop originating only, or line, and after hearing dial tone, begin dialing.

In certain cases special messages, not documented in this guide, will be shown on the display; should these appear ask your system manager for an explanation. When using the FlexSet 120L, you must use the handset or headset when speaking.

Note: Many features, for example Camp-On and Break-In, can be used when dialing either external or internal numbers.

For instructions on disconnecting calls see *"Speakerphone/Headset" on page 165*.

Note: Loop and Loop originating can only be used with a programmed key.

To Program	Use
Loop	#121
Loop Originating Only	#125

To make internal calls:

1. Dial required station number or press programmed DSS key.

INTERNAL xxxx

	Display Message	Key LED

To make external or network calls:

x = External line number or name
y = Outside telephone number or name

1. Dial outside line access code or press outside line key.
2. Dial required external number, or

Display Message
OUT xx yyyyyyy

3. Press speed key (without dialing external number) or
4. Dial private or public speed call library number (see *"Speed Dialing: Programming Private Library" on page 168*).

Notes: 1) In some systems an outside dial tone must be heard before dialing can begin.

2) In some systems using Automatic Routing Selection, internal dial tone or no tone is heard after dialing the access code.

3) In some cases (as defined by Class of Service) dialing must begin with a Forced Account code before the called number can be dialed. When Forced Account code is required, the distinctive dial tone will be heard after dialing the external line code.

4) See also *"Caller ID Control" on page 41*.

5) Pressing # or STOP DIAL key after the external number commands the system to send the call immediately towards the destination without inter-digit delay.

6) Some systems might be programmed with a limit on duration of outgoing external calls. Once the limit is reached, the call will be automatically disconnected.

Display Message
TIME EXPIRED

7) In certain systems the cost, or number of meter units, of the call are displayed, after an external call terminates. This appears for a short while, or until another call is made or received, in the format defined for your system.

```
COST $$$xxxxx.y
```

```
COST $$$zzzzzzzz
```

```
COST xxxxx.y$$$
```

```
COST zzzzzzzz$$$
```

```
METER mmmmmm
```

$$$ = currency unit

xxxxx = cost 00,000 to 99,999 currency units

y = cost 1/10s

zzzzzzzzz = cost 00,000,000 to 99,999,999 currency units

mmmmmm = number of meter units

8) On external calls routed via an ISDN trunk, call messages are displayed (i.e. connection status, call fail, etc.)

NO B.C.: *If the Bearer Capability of the trunk or dial service you are attempting to connect does not match your station's COS*

NO B.C.

NON ISDN ROUTE: *If your station's COS is set to* **ISDN only** *and call attempts are made through a trunk group not defined as* **ISDN only**

NON ISDN ROUTE

QUE GROUP #: *In certain systems if no trunk is available the call may be held in a queue and this displays the number of the queue.*

QUE GROUP#

BUSY: *The party called is engaged.*

CO DISC. XXXXX
USER BUSY

NORMAL CLEAR: *The called party has hung up (on hook, idle).*

ON HOOK BY XXXXX
NORMAL CLEAR

CALL REJECTED: *The call cannot be completed because the called party does not allow it.*

CO DISK. XXXXX
CALL REJECTED

CAUSE #: *ISDN protocols define error messages, with codes indicating the cause of failed connections. The meanings and actions to take are listed in* **Appendix D - ISDN CAUSE#**

CO DISK. XXXXX
CAUSE

Note: Most messages are for system managers and technicians and will not be seen during normal operation.

Malicious Call Trace On/Off #1740

Display Message | Key LED

Details of incoming calls can be recorded using Malicious Call Trace. They are added to the record when your station rings even if you do not answer. The number of calls stored for your station is defined by your system administrator. When this number is exceeded, details of the next call received replace the oldest record.

Using a preprogrammed key, the feature may be activated while a call is in progress. Details of the current call and subsequent ones are recorded until you cancel the feature. Should you hear a reorder tone, Malicious Call Trace is denied at your station (as defined by the Class Of Service). To use the feature, request the Attendant to activate Malicious Call Trace at your station.

To activate malicious call trace:

1. Press [MALICIOUS CALL TRACE].

   or

   Dial feature code #1740 followed by activation code ✓.

2. Listen for the confirmation tone.

   NO TRACE RECORD: indicates there are insufficient system resources for the feature to be available at your station at present.

Display Message	Key LED
CALL TRACE OFF	OFF
CALL TRACE ON	ON
NO TRACE RECORD	OFF

To cancel malicious call trace:

1. Press the lit [MALICIOUS CALL TRACE].

   or

   Dial feature code #1740 followed by the cancellation code ✗.

2. Listen for the confirmation tone.

Display Message	Key LED
CALL TRACE ON	ON
CALL TRACE OFF	OFF

Malicious Call Trace Printout #1741

Display Message | Key LED

The malicious call trace printout shows the calls traced for your station. The printout can be requested at any time from your station or from the Attendant.

To print the malicious trace record:

1. Press MALICIOUS PRINT.

   CALL TRACE PRINT

   or

   Dial feature code #1741 followed by the activation code ✓.

2. Listen for the confirmation tone.

   CALL TRACE OFF: indicates that the Malicious Call Trace feature is not currently active, and the reorder tone is heard. See previous page to activate this feature

   CALL TRACE OFF

Note: The details recorded are:
Originating number (for external calls: ANI if available or else trunk number), your station number and the time of calls. The listing is not deleted when printed out. It can be reprinted later, including subsequent updates.

Message: Answering #175 or #5

Display Message | Key LED

A message waiting can be indicated in one of the following ways:

- Periodic display and muted ringing
- Illuminated message key (when programmed on your telephone)
- Built-in message lamp illuminated (enabled or disabled system-wide).

Messages can be left by a caller or by voice mail. Retrieving a message can be performed in either of two ways, both of which are defined system-wide: Hotline (automatic) or manual. When the handset is lifted the message type can be identified as follows: Hotline (ringback tone), Manual (regular dial tone).

x = Number or name of the station that left the message

To automatically receive Hotline Attendant Message:

When you hear periodic muted ringing and see a message flashing on the display:

1. Lift handset or press the lit MESSAGE key or press any call key.

2. Listen for the ringback tone.

3. Wait for answer.

ATTENDANT xxxxx MESSAGE WAITING	ON
INTERNAL xxxxx	ON

	Display Message	Key LED
To manually receive your message:		
1. Press the lit [MESSAGE] key or dial feature code #175.	call back message: CALL xxxxx	ON
2. Pressing either or allows scrolling through the message list.	attendant message waiting: ATT MSG xxxxx	ON
then either		
To obtain the message left by the attendant or another station:		
1. Dial activation code ✓.	INTERNAL xxxxx	ON
2. Listen for the ringback tone.		
3. Wait for the answer *or*		
To cancel a call back message left by another station:		
1. Dial cancellation code ✗ (no confirmation tone will be heard).		
2. Press [SPKR].		

Note: When the FlexSet is not equipped with a display module, the MSG key should be programmed with #175 followed by activation code ✓.

Messages can be left at either FlexSet or SLT stations with a message waiting lamp, at station groups, or at network numbers. When you try to leave a message at a station and receive a reorder tone, the station is probably not equipped with a message lamp. In this case the display will show ILLEGAL.

To leave a message on a busy call or ringback:

1. Press MESSAGE* — MESSAGE xxxxx

   or

   Press XFER* and dial 5.

2. Listen for the confirmation tone.

You may also leave a call back message by the following method when you know that the station you are calling is unattended.

To leave a message at a vacant desk or forward station (from idle):

1. Press MESSAGE* or #175. — MESSAGE xxxxx

2. Dial station, boss group or network number.

3. Listen for the confirmation tone.

When your phone rings:

1. Answer the call and check the station number displayed.

Display Message
XXXXX MSG. (your#) MESSAGE ANSWER

2. Deliver the relevant message.

Display Message
ANSWER xxxxx

➠**Note:** 1) To program a MSG key, use access code #175.

2) A message left to a boss group turns ON the message lamp of the first boss group members only.

The originator of the message can also cancel the message.

To cancel a message:

1. Dial Message Cancellation code #1440.

   MSG CANCEL

2. Dial station or network number.

   DIAL xxxxx

3. Listen for the confirmation tone.

   CANCELLED

Multilingual Display #1328

Display Message | Key LED

You can select the language that will be shown on your FlexSet display. Up to four languages may be chosen, as defined system-wide.

To select the preferred language:

1. Press MULTILINGUAL DISPLAY or dial feature code #1328.

LANGUAGE - ENGLISH

2. Pressing allows scrolling through the various choices, then when you see your preferred language

3. Dial activation code ✓.

4. Listen for the confirmation tone.

All messages will now be shown in the requested language, until another source is selected.

Music On/Off #135

Display Message	Key LED
MUSIC OFF	OFF
MUSIC ON	ON

If your system is equipped with a music source, you may choose to listen to music through your telephone speaker, when the set is idle. Lifting the handset or receiving a call will automatically switch the music off. Music will return to your telephone when you hang up or ringing stops.

To turn Music on:

1. Press MUSIC ON/OFF

   or

   Dial Music feature code #135 followed by activation code ✓.

2. Listen for the confirmation tone.

Music volume can be adjusted by pressing keys.

To turn Music off:

1. Press the lit MUSIC ON/OFF

   or

   Dial Music feature code #135 followed by cancellation code ✗.

2. Listen for the confirmation tone.

Music Sources #1329

Display Message | Key LED

Up to four sources of background music can be selected from your FlexSet. The various music sources are defined system-wide.

n = 0, 1, 2, 3 Music source indication

To select a music source:

1. Press [MUSIC SOURCE] or dial feature code #1329.

MUSIC NUM n

2. Scroll through the various sources using buttons.

3. When you hear the music that you like, dial activation code ✓.

Note: 1) To turn the music source on or off, see previous page.

2) The selected music source will remain until another source is selected.

Mute	**#1320**	Display Message	Key LED

During a conversation you may need to temporarily turn off the microphone on your telephone (handset and speakerphone). This will prevent the other party from hearing a portion of your conversation. The MUTE key is an on/off switch and can be pressed as many times as necessary.

To turn off the microphone during a call:

1. Press [MUTE].	**OFF**
Party cannot hear your side of the conversation.	**ON**

To return to two-way conversation:

1. Press the lit [MUTE].	**ON**

➠ **Note:** This feature can only be activated if you have a programmed MUTE key. To program a MUTE key, use access code #1320.

Name/Dial Number Display #128

Display Message Key LED

When required, during a call or feature activation, the dial number can be briefly displayed instead of the name. This feature can be activated both on incoming and outgoing calls.

To display the dial number:

1. Press NAME/NUMBER.

   Number will flash on display.

Note: This feature can only be activated if you have a programmed NAME/NUMBER key. To program a NAME/NUMBER key, use feature code #128.

Night Answer (Central Bell/UNA Pickup) #192 or 78, #180 or 77

Display Message | Key LED

Calls may be answered after the attendant leaves or when a central bell is ringing. Normally this feature is activated for incoming calls during the night answering period. There are two ways to do this: Group Pickup and Directed Pickup.

Group Pickup: Allows you to pickup any central bell that rings within your pickup group, by dialing the Night Answer group pickup feature code.

To answer incoming calls within your pickup group:

1. Press [NIGHT ANSWER] or dial Night Answer code #192.

2. Answer the call.

x = Caller number or name

`ANSWER xxxxx`

Directed Pickup: Allows you to pick up any ringing central bell in the system, by dialing the directed pickup feature code and the required bell number.

To answer a UNA call ringing within the system:

1. Press [DIRECT PICKUP] or dial Direct Call Pickup code #180.

`DIRECTED PICKUP`

2. Listen for the dial tone.

3. Dial the number of the ringing bell.

`DIAL (bell#)`

4. Answer the call.

`ANSWER xxxxx`

➠ **Note:** UNA (Universal Night Answering) Pickup is also known as Bell Pickup.

OCC (Other Common Carrier) #127 Display Message Key LED

OCC is for users with rotary trunks and/or FlexSets defined with Auto transfer. This feature allows you to send DTMF tones over a trunk in order to use various features and services such as OCC's, answering machines, voice mail systems and any other service that requires DTMF tones.

To send DTMF signaling during a trunk call:

1. Press [OCC].

2. Dial the required digits.

Note: This feature can only be activated if you have a programmed OCC key. To program an OCC key, use feature code #127.

Page_Q	**7060-7069**	Display Message	Key LED

You may place calls on a special hold (call park) by using the Page_Q dial number, and then either pick the call up at another station or page someone else to pick up the call. The held party may hear one of the following: music, reorder tone, busy tone or no sound at all as defined system-wide.

x = Parked station or trunk
z = Page_Q number

To place a call in Page_Q:

1. Press a free [PAGE_Q ZZZZ]

   or

   Press [XFER]* and dial a free Page_Q number 7060-7069

2. Listen for the confirmation tone.

Display Message	Key LED
ANSWER xxxxx	OFF
PAGE QUEUE xxxxx	ON

To pick up a call placed in Page_Q

1. Lift the handset of any telephone.
2. Dial assigned Page_Q number or press the lit [PAGE_Q ZZZZ].
3. Answer the call

   or

   Using available communication means notify another user to pick up the call.

Display Message	Key LED
	ON
ANSWER xxxxx	OFF

Usually announcing a call for pick up includes both the name of the person being notified and the relevant Page_Q number.

Note: If the call is not picked up within a predetermined time, it will automatically return to the originating station from which Page_Q was placed.

Display Message	Key LED
NANS ZZZZ XXXXX	OFF

The Coral on-site voice paging system can be used for locating personnel, general announcements and emergency public address. Coral's paging system combines a line of speakers and amplifiers with internal stations which enables pages to a public address or to any keyset. The zoning capabilities of the Coral systems enables you to page specific departments or areas when needed.

You can customize paging options by programming your station:

- to automatically respond to the voice page by opening the speaker to the calling party
- to allow or deny paging
- to automatically access voice page when calling other stations

The following paging options are available:

Feature	Page
Paging, Announcing: Public Address	122
Paging, Announcing: Zone (To FlexSet Group)	123
Paging, Announcing: Voice (To Single FlexSet)	124
Paging, Receiving: Auto Answer	126
Paging, Receiving: Turning On/Off	127
Paging, Receiving: Using	128

Paging, Announcing: Public Address 7074-7079

Display Message | Key LED

When a public address system is attached to the Coral, a page may be made via a system station. The form below may be used to write in locations and their associated access codes.

x = Public address number or name

To page:

1. Lift handset.
2. Press [PAGE XXXX] or dial access code.
3. Announce your message.
4. Press [SPKR] or hang up to release.

ANSWER xxxxx

ON

OFF

Paging: Public Address - Access Codes

Area/Location	Access Code
1.	7074
2.	7075
3.	7076
4.	7077
5.	7078
6.	7079

You can page a preprogrammed group of FlexSets within a zone, area or dispersed within your company. Use the form on this page to write in the various paging zones or areas in your company and their associated access codes.

To operate Zone Page:

1. Lift handset.
2. Press ZONE PAGE X or dial the Zone Page access code.
3. Listen for the Voice Page tone.
4. Begin paging when tone stops.
5. Press SPKR or hang up to release.

ZONED PAGE xxxxx	ON

ZONE/AREA/STATIONS	ACCESS CODE	ZONE/AREA/STATIONS	ACCESS CODE
1.	7300	6.	7305
2.	7301	7.	7306
3.	7302	8.	7307
4.	7303	9.	7308
5.	7304	10.	7309

Announcing a voice page to a single FlexSet can be used, for example, as an intercom in order to converse between two stations, or as a simple pager.

To voice page a single FlexSet that is either busy or does not answer:

1. Press [VOICE PAGE] during the call.

   or

   Press [XFER] and dial Voice Page feature code 6.

   VOICE PAGE xxxxx

To voice page (from idle):

1. Lift handset.
2. Either press [VOICE PAGE] or dial feature code #191.
3. Dial FlexSet number

   or

   Dial Voice Page FlexSet number (see Note 3).
4. Listen for the Voice Page tone.
5. Begin paging when tone stops.

   ANSWER xxxxx
6. Press [SPKR] or hang up to release.

	Display Message	Key LED
Notes: 1) When you hear a reorder tone the station is protected from receiving voice pages, the display shows:	DNT DIS VP xxxxx	
2) To program a Voice Page key, use access code #191.		
3) Each FlexSet has a unique voice page number, which is defined through the numbering plan.		

Paging, Receiving: Auto-Answer #133

Display Message	Key LED

This feature provides you with the ability to define the way you can answer a voice page call, either handsfree or manually (see *page 128*). Essentially this feature is an intercom allowing persons to converse between stations. When set to automatic, conversation takes place immediately. Manual operation requires pressing the SPKR key before conversation can take place. When using the FlexSet 120L, you must use the handset or headset when speaking.

To activate Voice Page Auto Answer:

1. Press AUTO ANS VP

Display Message	Key LED
AUTO AN VP OFF	OFF

or

Dial Voice Page Auto Answer feature code #133 followed by activation code✓.

Display Message	Key LED
AUTO AN VP ON	ON

2. Listen for the confirmation tone.

To cancel Voice Page Auto Answer:

1. Press the lit AUTO ANS V.P.

Display Message	Key LED
AUTO AN VP ON	ON

or

Dial Voice Page Auto Answer feature code #133 followed by cancellation code✗.

Display Message	Key LED
AUTO AN VP OFF	OFF

2. Listen for the confirmation tone.

➠**Note:** This feature automatically answers voice page calls only.

Paging, Receiving: Turning On/Off #134

Display Message	Key LED
VOICE OFF	OFF
VOICE ON	ON

This feature allows you to block your FlexSet from receiving private (intercom) and/or zoned voice pages through the speaker. Voice page can be turned on or off according to individual station needs.

To allow your FlexSet to accept paging calls:

1. Press the toggle VOICE PAGE ON/OFF

   or

   Dial Voice Page On/Off feature code #134 followed by activation code ✓.

2. Listen for the confirmation tone.

To inhibit your FlexSet from receiving paging calls:

1. Press the lit VOICE PAGE ON/OFF

   or

   Dial Voice Page On/Off feature code #134 followed by cancellation code ✗.

2. Listen for the confirmation tone.

Paging can take place through the speaker, however, the feature can be turned on and off (see *page 127*) as required. Receiving page calls can be activated at your station when the set is either idle or during conversation. When paging is directed at your station the voice paging tone is heard. This feature is particularly useful as an intercom when the transmitting station uses a programmed key (see *page 124*) and the receiving station is programmed for automatic answering (see *page 121*).

x = Page sender

To answer a Voice Page call:

Note: During conversation, either place call on hold or hang up, then continue with the following steps:

1. Voice page (warbling) tone heard.

2. When tone stops, you will hear the speaker.

   `xxxxx CALL (your #)`

3. The way in which you answer is defined through the Voice Page Auto-Answer feature (see *page 121*).

   `ANSWER xxxxx`

When Auto Answer is defined:

Converse handsfree, or lift handset for private conversation.

When Manual Answer is defined:

Press the flashing [SPKR] or lift handset.

To stop an outgoing zoned voice paging:

Press the lit [SPKR].

Park	**#183 or 79 or #7**	Display Message	Key LED

Allows you to put a call on hold at one station, and pick it up at another station. The party put on park can hear one of the following: music, reorder tone, busy tone or no sound at all as defined system-wide.

To park a call:

1. Press [CALL PARK]

   or

   Press [XFER]* and dial Park Feature code #183.

2. Listen for the confirmation tone.

Display Message	Key LED
CALL PARK xxxxx	ON
	PARKED LINE WINKING

To pick up a parked call from another station:

1. Lift handset from any station.
2. Press [CALL PARK] or any dial Park Feature code #183.
3. Dial station number at which call was parked.
4. Answer the call.

Display Message	Key LED
CALL PARK	ON
DIAL yyyyy	ON
ANSWER xxxxx	OFF

	Display Message	Key LED

To pick up a parked call from same station where call is parked:

1. Press the winking key at which the call is being parked

   or

   Press CALL PARK or dial Park Feature code #183.

2. Dial activation code ✓.

3. Answer the call.

Notes: 1) More than one call can be parked at a single station, but are retrieved on a first-in, first-out basis (FIFO). That is, the first parked call (first-in) will be the first call that is picked up (first-out). However, if multi-parking is required, it is recommended that the Page_Q feature be used instead (see *page 120*).

2) If the parked call is not picked up within a predetermined time, the call automatically returns to the originating station from which the park was made.

RECALL xxxxx	FLASHING

3) Activation code ✓ can be programmed into the key after feature code #183.

You can define a private unique passcode for your station set. The passcode will allow you (if defined in your COS) to operate Phone Lock, Executive Privilege, Auto Set Relocate, IRSS, or COS Switchover. The passcode can easily be changed.
Defining a passcode for the first time or changing a passcode must be performed from your own telephone. Passcodes consist of four digits.

CAUTION ! Once a passcode has been defined, the code is known only to you and the system administrator. If you forget the passcode you will not be able to utilize the features that require the code. Therefore, write your passcode number in a secure place for future reference.

To enter a Passcode for the first time:

1. Press [PASSCODE] or dial feature code #179.

2. Dial your new passcode (4 digits).

   ENTER NEW PASSCODE

3. Redial your new passcode.

   REENTER PASSCODE

4. Listen for the confirmation tone.

   PASSCODE CONFIRMED

	Display Message	Key LED

To change Passcode

1. Press [PASSCODE] or dial feature code #179.

2. Dial your present passcode (4 digits).

Display Message
ENTER OLD PASSCODE

3. Dial your new passcode (4 digits).

Display Message
ENTER NEW PASSCODE

4. Redial your new passcode.

Display Message
ENTER PASSCODE

5. Listen for the confirmation tone.

Display Message
PASSCODE CONFIRMED

Phone Dial Lock #148

Display Message	Key LED

You can lock your telephone in order to prohibit unauthorized persons from dialing from your station. However, you can still answer incoming calls. After locking your station, you must unlock it in order to use the station once again.

To lock your telephone:

1. Press LOCK or dial #148.

2. Dial your passcode (4 digits).

Display Message	Key LED
PHONE UNLOCK ENTER PASSCODE	

3. Dial activation code.

Display Message	Key LED
PHONE UNLOCK	OFF

4. Listen for the confirmation tone.

Display Message	Key LED
PHONE LOCKED	ON

To unlock your telephone:

1. Press LOCK or dial #148.

Display Message	Key LED
PHONE LOCKED ENTER PASSCODE	

2. Dial your passcode (4 digits).

Display Message	Key LED
PHONE LOCKED	ON

3. Dial cancellation code ✖.

Display Message	Key LED
PHONE UNLOCK	OFF

4. Listen for the confirmation tone.

➠ **Note:** In order to dial lock your telephone, you must first have defined a passcode (see *page 131*).

You may answer other ringing telephones within the system. There are two ways to do this: Group Pickup or Directed Pickup.

x = Caller number or name
y = Ringing phone number

Group Pickup: Allows you to pick up any telephone that rings within your pre-programmed pickup group, by dialing the Group Pickup feature code.

To answer a call *within* your Pickup group:

1. Press [PICKUP] or dial Group Call Pickup code #181.

2. Answer the call.

```
ANSWER xxxxx
```

Directed Pickup: Allows you to pick up any ringing telephone in the system, by dialing the directed pickup feature code and the required telephone number.

To answer any call *within* your system:

1. Press [DIRECTED PICKUP] or dial Directed Call Pickup code #180.

```
DIRECTED PICKUP
```

2. Listen for the dial tone.

```
DIAL yyyyy
```

3. Dial the number of the ringing phone.

```
ANSWER xxxxx
```

4. Answer the call.

```
ANSWER xxxxx
```

The FlexSet series come equipped with 4 system defined (fixed) keys in addition to the 24 or more (up to 144 with FlexSet 40B) user programmable keys.

Fixed keys are preprogrammed during installation, and are the same for each FlexSet system-wide. Fixed keys cannot be programmed from the telephone, and can only be changed, system-wide, by the system manager.

The FlexSet allows you to program most programmable keys from the FlexSet itself. The programmable keys may be assigned to directly access other stations, station groups, trunks, trunk groups, or system features. Several dial commands in a series may be programmed under one key, useful for one-button speed dialing, voice response and voice mail system access, and other complex dialing patterns.

Some of the programmable keys at your set may be defined as protected during installation. These keys cannot be programmed from the telephone. Some keys may have been preprogrammed during installation. For instructions on button labeling refer to *page 141*.

➠ **Note:** If you attempt to program a fixed or protected key, one of the following error messages appears along with a warning tone:

```
PROTECTED KEY
PROGRAM ABORTED
```

```
FIXED SYSTEM KEY
PROGRAM ABORTED
```

If many keys need to be programmed, as in the case of a FlexSet 40B, you may program one of the programmable keys with the code **#139** for **Program** in order to alleviate the need to enter the code each time you program a key.

To program an automatic key:

1. Dial Programming feature code #139.

2. Press selected key to be programmed.

3. Redial Programming feature code #139.

4. Repress selected key.

5. Press SPKR or press and release the hookswitch.

☞Tip: Once you have programmed all your keys, you can reporgram the PROG key for another feature.

		Display Message	Key LED
To check key contents:			
1. Press PROG or dial #139.		PROG CONT KEY CNTNTS xxxx	
2. Press the assigned key (contents are displayed).	either	KEY CNTNTS yyyy CONTINUED	
3. Press ↩ to check any additional codes on this button.	or	EXT. ddddddddddd	
4. Press SPKR or press and release the hookswitch.	then	PROGRAM END	
To program a key:			
1. Press PROG or dial #139.			
2. Press selected key.		PROGRAM SELECT BUTTON.	
3. Dial the required digits (see *page 139*) for more details).		PROG CONT KEY CNTNTS	ON
4. Press selected key again.		PROG CONT xxxx	ON
5. Press SPKR or press and release hookswitch.		PROGRAM END	OFF
6. Refer to *page 141* for instructions on button labeling.			
Repeat the above procedure for each key to be programmed.			

	Display Message	Key LED
To cancel key contents:		
1. Press PROG or dial #139.	PROGRAM SELECT BUTTON.	
2. Press selected key.	PROG CONT KEY CNTNS XXXX	ON
3. Press	KEY CNTNTS	ON
4. Press selected key again.	PROGRAM END	OFF
5. Press SPKR or press and release hookswitch.		

Repeat the above procedure for each key to be cancelled.

Key Contents	Key Description	Procedure/Example
DSS (Direct Station Selection)	Permits you to make or transfer a call to an extension or trunk by using a defined key, and provides a busy lamp indication for stations or trunks programmed under a DSS key.	To program a DSS key for extension 4577: Enter the program code **#139**, press the key you want to program and then the extension number **4577**. To conclude, press the key again.
Single Feature	Permits you to activate or cancel a single Coral feature.	To program a key to turn the music feature on and off: Enter the program code **#139**, press the key you want to program and then the feature code **#135**. To conclude, press the key again.
Series of Features	Permits you to program a series of features under a single key; useful for one-button speed dialing, voice response and voice mail system access, and other complex dialing procedures. The **SPKR** code **#120** must be programmed twice between each successive feature sequence.	To program a key to simultaneously turn off the music and transfer all calls to a library number programmed for voice mail: Enter the program code #**139**, press the key you want to program and then the feature code **#135.** Dial twice, in succession, SPKR code **#120.** Enter feature code **#141 7000** (an example of a library number). To conclude, press the key again**.** **NOTE!** In order for this to work properly, one of the two features must be previously activated.

Key Contents	Key Description	Procedure/Example
Feature key without confirmation tone or display	Permits you to activate or cancel a feature or series of features without hearing a confirmation tone or seeing a display. The **SPKR** code **#120** must be programmed after each successive feature sequence.	Follow the directions above and dial twice, in succession, SPKR code **#120** after library code **7000.**
Series of features with LED indication	Permits you to activate or cancel a series of features with the LED being controlled by the key pressing order. When the key is pressed the first time, the LED will light and the features will be activated. When the key is pressed again, the LED will be extinguished, regardless of the current state of the features. **NOTE!** The **LED On/Off** feature code **#1301** must be programmed before the first feature code is entered in order to function properly.	To program a key to simultaneously turn on both the music and idle display features: Enter the program code **#139**, press the key you want to program and then the LED On/Off feature code **#1301** and feature code **#135.** Dial twice, in succession, SPKR code **#120.** Enter feature code **#137.** To conclude, press the key again**.**
Outside telephone number (Speed Key)	Permits you to program a key to dial an outside telephone number.	To program a key to dial (914)354-8132 over trunk group **9**: enter the program code **#139**, press the key you want to program and then enter the trunk group **9** number followed by the area code **914** and the number **3548132**. to conclude, press the key again.

DESI™ Labeling System is used to label the buttons on the FlexSet. DESI Plus is a user-friendly and powerful telephone designation strip program, which allows to use an office printer to quickly create labels custom designed for various FlexSets.

The FlexSet comes with a preprinted DESI label inserted beneath the faceplate. Additional blank DESI labels may be purchased from your dealer in letter or A4 sized paper. The sheets of peel-off stickers are provided to label the FlexSet buttons with names and phone numbers. To choose the appropriate label sheet layout designated for the specific FlexSet model, refer to the table in the right pane of this page.

Download DESI software from the manufacturer's site: http://www.tadirantele.com/products_terminals.asp

Download DESI User Guide from the DESI site: www.desi.com

Follow the online download instructions.

FlexSet Model	Label Sheet Catalog#		Details
	LETTER, ($8^1/_2$X11)	A4	
280S*	7244-7400430	7244-7400420	26 Buttons with Navigator
280 280D 280D-Z	7244-7400431	7244-7400421	28 buttons
120S*	7244-7400432	7244-7400422	10 buttons with Navigator
120 120D 120L	7244-7400433	7244-7400423	12 buttons
40B	7244-7400434	7244-7400424	40 buttons

***Relevant for FlexSet 120S, 280S and FlexSet-IP 280S User Guides. Not in the scope of this guide.**

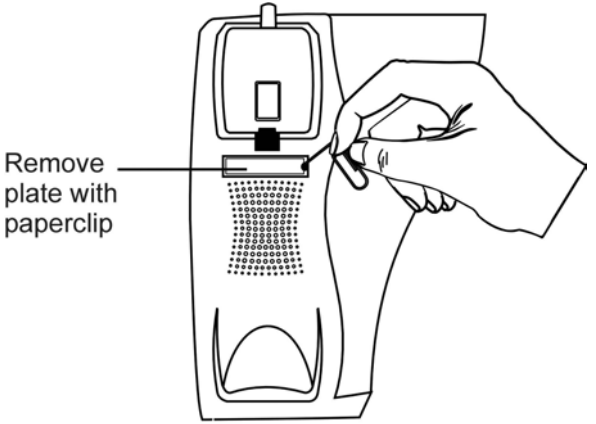
To print the multi-designation label:

1. Use DESI software to create layout of your multi-designation label (see previous page).
2. Enter the extensions assigned to the buttons on your FlexSet.
3. Feed your printer with the label sheet.
4. From the DESI Plus/DESI Lite menu, choose ***File*** > ***Print***.

➠ **Note:** The left column on the multi-designation label is intended for the four system defined fixed keys. Other columns are intended for the programmable speed dial keys.

To place a telephone number:

1. Insert a pointed tool into the hole located on the plastic plate covering the blank telephone number, as shown in the picture.
2. Lift upward to remove the plastic cover.
3. Peel off the printed label intended for the telephone number.
4. Insert the printed label.
5. Put the plastic cover back in place over the phone number.



PROGRAM LINE KEY

Each FlexSet in a Boss Group can be programmed with line keys. The use of programmed line keys assists in defining the various ways in which a Boss Group can answer incoming calls (see *page 24*) for explanation of Boss Group).

n = Line number
b = Boss group number

To program your line keys:

	Display Message	Key LED
1. Press [PROG] or dial #139.	PROGRAM SELECT BUTTON.	
2. Press selected [LINE nn] key for the required line.	PROG CONT KEY CNTNTS	ON
3. Dial LINE feature code #126.	PROG CONT #126 ENTER LINE #	ON
4. Dial line number (00-first line, 01=second line, etc. as defined)	LINE nn ENTER GROUP #	ON
5. Dial Boss Group number.	PROG CONT bbbbb #	ON
6. Press selected [LINE nn] key again.	PROGRAM END	OFF
7. Press [SPKR] or press and release hookswitch.		

Note: Do not perform the above steps if your FlexSet has a button preprogrammed with a number of the trunk reserved for your Boss Group. This button will be used as a line key.

	Display Message	Key LED
To check a programmed line key:		
1. Press [PROG] or dial #139.	PROGRAM SELECT BUTTON.	
2. Press the assigned [LINE nn] key.	PROG CONT bbbb LINE nn	ON
3. Press		
4. Press [SPKR] or press and release the hookswitch.	PROGRAM END	OFF

Programming: Preference #131

Display Message | Key LED

You can assign a line preference priority to your FlexSet. This priority informs the system as to which line, loop or trunk is selected when you make a call (lift the handset, press the SPKR key, or dial a number on the dial pad).

Note: If you intend to select an OUTSIDE line as the first priority, you must program a LOOP or LINE to be able to use dialed features. When activating a feature, press the LOOP or LINE key first, then dial the feature access code.

Use table on *page 148* to list the programmed priorities.

Tip: This feature is useful if you make mostly trunk (external) calls. Assign a preference to an outside line(s), and each time you make a call, you will be connected directly to an external trunk.

To program the Preference Priority:

1. Dial Preference feature code #131.

   PREFERENCE

2. Select required destinations, a maximum of six priorities in any order.

OUTSIDE line (trunk/trunk group/dial service or routing access)
- press a programmed key or dial access code

PREFERENCE
OUTSIDE zzzzz

LOOP - press a programmed key

PREFERENCE
LOOP

LOOP ORIGINATING ONLY - press a programmed key

PREFERENCE
ORIGINATING LOOP

LINE - press a programmed key

PREFERENCE
bbbbb LINE nnnn

	Display Message	Key LED
3. Dial activation code ✓.	PREF. ENTERED	
4. Listen for the confirmation tone.		
To check list of priorities:		
1. Press idle [LOOP] or [LINE] key.	PREFERENCE	
2. Dial Preference feature code #131.	PREFERENCE loop/line/outside	
3. Press ◠ to scroll through the list.	LIST END	
4. Listen for the confirmation tone.		
To cancel a Preference Priority List:		
1. Press idle [LOOP] or [LINE] key.		
2. Dial Preference feature code #131.	PREFERENCE	
3. Dial cancellation code ✗.	PREF. REMOVED	
4. Listen for the confirmation tone.		

Priority	Destination
1.	
2.	
3.	
4.	
5.	
6.	

Receiving Calls

Display Message	Key LED
xxxxx = Caller ID, name, or number yyyy = Your number zzzz = Trunk number	

There are several ways in which you can answer incoming calls:

- Lift the handset
- Press the flashing SPKR button
- Press a flashing key (DSS, Loop, Line, etc.)

Display Message	Key LED
`xxxxx CALL yyyy`	

➠**Notes:** 1) When using the FlexSet 120L, you must use the handset or headset when speaking.

2) On FlexSet 280D and 280D-Z, calls via ISDN trunks display the caller's number or name unless restricted. An 'I' before the Caller I.D. indicates an international call via ISDN.

3) #REST.: Caller ID is restricted by the caller.

Display Message	Key LED
`zzzz # REST.`	FLASHING

4) #UNAVAIL.: Caller ID is not supported on this route.

Display Message	Key LED
`#UNAVAIL. CALL yyyy`	FLASHING

5) NORMAL CLEAR: The caller has hung up.

Display Message
`ON HOOK BY zzzz xxxx` `NORMAL CLEAR`

6) CAUSE #: ISDN protocols define error messages, with codes indicating the cause of failed connections. The meanings and actions to take are listed in **Appendix D - ISDN CAUSE#**.

Most messages are for system managers and technicians and will not be seen during normal operation.

Display Message
`ON HOOK BY zzzz xxxx` `CAUSE#`

7) See also **Waiting Calls Receiving**, on *page 185*,

Second Party's Speaker St atus, on *page 157*, and

VIP Tone, on *page B-3*.

Relay (Accessory) 7086-7091

Display Message | Key LED

You can switch a relay on or off in order to activate certain external devices, such as an external alarm, or electric lock. These devices are installed by your company. Use the form below to write down the types of external devices that are installed and their associated codes.

To switch on a relay:

1. Press RELAY

   or

   Dial Relay code followed by activation code ✓.

2. Listen for the confirmation tone

Display Message	Key LED
RLAY (relay#) OFF	OFF
RLAY (relay#) ON	ON

To switch off the relay:

1. Press the lit RELAY

   or

   Dial Relay code followed by cancellation code ✘.

2. Listen for the confirmation tone

Display Message	Key LED
RLAY (relay#) ON	ON
RLAY (relay#) OFF	OFF

➠ **Note:** To program a RELAY key, use the relevant relay code.

External Device	Relay Code
1.	7086
2.	7087
3.	7088
4.	7089
5.	7090
6.	7091

Reminder #172

Display Message	Key LED
HH = Hour MM = Minutes pm or am as required	

You can program your telephone to ring at a designated time, thereby reminding you of a scheduled event. If you do not answer, your telephone rings three more times, at one minute intervals, before the feature is cancelled. More than one reminder times can be entered by repeating the procedure for each one.

To enter a reminder time:

1. Press [REMINDER] key or dial #172.

   Display: `REMINDER LIST EMPTY` — Key LED: OFF

2. To add another reminder time, dial activation code ✓. (Skip this step when the reminder time list is empty)

   Display: `ENTER TIME` — Key LED: ON

3. Dial in the time you want to be called (4 digits are required [12 hour clock - use leading 0] e.g. 0805 for five past eight)

   Display: `REMINDER HH:MM pm` — Key LED: ON

4. Dial 2 for AM or 7 for PM.

5. Listen for the confirmation tone.

To check Reminder list:

1. Press the [REMINDER] key or dial #172.

   Display: `REMINDER HH:MM pm` — Key LED: ON

2. Scroll with to see next reminder entry.

3. Press [SPKR] to release.

	Display Message	Key LED
To answer a Reminder ring:		
At the requested time your telephone will ring.		
1. Answer the call.	REMIN	FLASHING
2. Listen for the distinctive dial tone then either	ANSWER REMIN	ON
3. Press SPKR or hang up.		
or		
Dial Snooze feature code 4.	SNOOZE ON	ON
4. Listen for the confirmation tone.		
Note: When you activate the Snooze feature, Reminder recycles and your telephone rings again after a system-wide time period.		
To cancel a Reminder time:		
1. Press the lit REMINDER or dial #172.		
2. Scroll with and stop the reminder you want to cancel.	REMINDER HH:MM:pm am	ON
3. Dial cancellation code ✕.	CANCELLED	
4. Listen for the confirmation tone.		
Note: If you have entered a number of reminder times and your telephone is not equipped with a display unit, do not scroll. The forthcoming reminder will be cancelled. Continue the cancellation procedure for other times.		

Ring Adjustment #136

Display Message | Key LED

Ring adjustments allow you to define how the telephone will sound according to your personal preference. Each telephone in the room can ring differently in order to identify which telephone among several is ringing. Each sound element can be independently defined.

x = 0-15 ring volume level (MIN = 0 to MAX = 15)
y = 0-7 different cadences (MIN = 0 to MAX = 7)
z = 0-7 different pitches (MIN = 0 to MAX = 7)

To adjust RING LEVEL while your phone is ringing:

1. Press or keys.

RING LEVEL xxxx

To make RING adjustments from idle:

1. Dial Ring feature code #136 to enable adjusting any of the sound elements:

To access	Press
Volume Level	0
Cadence	1
Pitch (ring type)	2

To make changes:

1. Press or . The characteristics of the selected sound element will change. When the desired sound is found
2. Press SPKR.

Note: In the case of Zip Tone phones (FlexSet 280D-Z), press and hold the handset on-hook switch while making the Ring adjustments from idle.

RING LEVEL xxxx

CADENCE yyyy

RING TYPE zzzz

Note: 1) You can circulate among the sound elements by simply pressing the relevant code number. When all elements are as desired, press SPKR to save the changes.

2) FlexSet 120L has only one pitch (ring type).

You may change any one of the 16 room status choices for your station. Use the following form to write in the various room statuses and related access codes available at your telephone.

➠**Note:** This feature is applicable for Hotel/Motel use. (In cases where this is required, specific instructions will be given).

To activate or set the Room Status:

1. Press [STATUS] key, or

   Dial the required Room Status code (see table below) followed by activation code ✓.

2. Listen for the confirmation tone.

Display Message	Key LED
STATUS NAME OFF	OFF
STATUS NAME ON	ON

To cancel or reset the Room Status:

1. Press the lit [STATUS] key, or

   Dial the required Room Status code (see table below) followed by cancellation code ✘.

2. Listen for the confirmation tone.

Display Message	Key LED
STATUS NAME ON	ON
STATUS NAME OFF	OFF

Name	Code	Name	Code
1.	7026	9.	7034
2.	7027	10.	7035
3.	7028	11.	7036
4.	7029	12.	7037
5.	7030	13.	7038
6.	7031	14.	7039
7.	7032	15.	7040
8.	7033	16.	7041

Saved Number/Repeat Number #196 or #9

Display Message | Key LED

An external number that you have dialed can be stored in memory and called later. A number can be saved during a conversation or when you hear a busy tone or when the dialed number is not answered.

d = Outside telephone number

To save a number:

1. Press SAVED #

   or

   Press XFER * and dial Saved Number feature code #196.

SAVE NUMBER

2. Listen for the confirmation tone.

RECONNECT (trunk#)

3. Continue with call or hang up.

To redial the Saved Number:

1. Press SAVED #

   or

   Dial Saved Number feature code #196.

SAVE NO. (trunk #)
DIAL ddddddddd.

Notes: 1) In some cases, as defined by Class of Service, the Saved Number feature code must be followed by a Forced Account code. When Forced Account code is required a distinctive dial tone will be heard after dialing #196.

2) As opposed to Last Number Redial, the Saved Number will remain in memory until another number is saved by repeating the above procedure.

Second Party's Speaker Status

Display Message | Key LED

This feature alerts you when the loudspeaker of the party you are conversing with is activated for handsfree or group conversation. A Speaker tone and display message notify you when the called/calling party is in SPKR mode, or if they switch to SPKR mode during a call. Therefore, when advised that the second party's FlexSet is in speakerphone mode, you can choose to refrain from publicizing private information.

Detecting whether your party's loudspeaker is activated:

- A Speaker tone is heard and the SPKR ON message flashes on the second line of display:

- When you answer a call initiated with an activated loudspeaker
- When the called party answered you with an activated loudspeaker
- During a call, when the second party activates the loudspeaker

ANSWER (2nd PARTY)
(2nd PARTY) SPKR ON

Security Line #17700

Display Message	Key LED
LINE SECUR OFF	OFF
LINE SECUR ON	ON
LINE SECUR ON	ON
LINE SECUR OFF	OFF

This feature ensures that Break-In cannot be accomplished by another station. When Security is applied, Call Waiting tones and Break-In from other stations are blocked. When Security is on, a caller who tries to break into your station receives a reorder tone. *Only a station that has Security override privilege can break into your secured telephone.*

To activate Security Line:

1. Press [SECURITY]

   or

   Dial Security feature code #17700 followed by activation code ✓.

2. Listen for the confirmation tone.
   Your phone is now blocked against break-in attempts.

To cancel Security Line:

1. Press the lit [SECURITY]

   or

   Dial Security feature code #17700 followed by cancellation code ✗.

2. Listen for the confirmation tone.
   Break-in attempts are allowed.

The system allows you to mark an external call before you transfer to a third party. This causes the call to return to you after the third party hangs up. *A Series Call can only be marked while engaged in conversation.*

To mark a call as a Series Call:

1. Press [SERIES]

   or

   Press [XFER]* and dial Series Call code #195.

2. Listen for the confirmation tone.

3. Continue with the call or transfer as required.

4. Press [SPKR] or hang up to release.

   Transferring the call is made as usual. However, the marked call will now return to you when the third party hangs up.

Note: Marking a call that has already been marked displays the ALREADY SET message.

RECONNECT (calling #)

	Display Message	Key LED
When your telephone rings (third party hangs up):		
1. The call returns to you.	SERIES (calling #)	FLASHING
2. Answer the call.	ANSWER (CALLING #)	
3. Ask the calling party if transfer to another party is required,		
or		
Set up the call as a series call,		
or		
Hang up.		

Silent Monitor

Display Message | Key LED

This feature enables an authorized (COS) user to monitor and/or record (may require additional hardware) any system port, station, trunk, etc. (except data and conference) in any state, without audio or visual warning to the monitored party. The monitoring party can hear both sides of the conversation but cannot be heard by them and cannot break in on the conversation. While monitoring a port, your telephone returns a busy signal to all incoming calls. Monitoring can be conducted as a 2-way Silent Monitor or 1-way (Split) Silent Monitor:

2-way Silent Monitor (Xfer 9, #1981):

Allows the Silent Monitor user to listen in on both sides of a conversation. The 2-way Silent Monitor can be activated from an idle station before calling, or while attempting to call a busy or no answer destination.

➠Note: The 2-way Silent Monitor requires a CNSsl card, a 8DRCM or 8DRCF card or a CNF card to be installed in the system. When a CNF card is installed it must be defined as C3-WAY.

1-way (Split) Silent Monitor (#1448):

Allows the Silent Monitor user to listen in only on one side of a 2-way conversation. The 1-way (Split) Silent Monitor can be activated only from idle.

The 1-way Silent Monitor provides two options:

- to listen in on a transmission of a selected port (first conversing party)
- to listen in on any port (second conversing party) contacting the selected port or being contacted by that selected port.

The 1-way (Split) Silent Monitor feature allows monitoring each party of the 2-way conversation separately. Only one of the conversing parties can be heard at a time. The feature can be activated from idle only.

port # = Original destination (1st part) port number or name

To activate a 1-way Silent Monitor:

1. Dial Split Silent Monitor feature code #1448 or press [SPLIT MONITOR].

   `SPLIT SILENT MON`

2. Dial the port number of the original destination (1st party).

   `SPLIT MON (port #)`

   then

   - *To monitor the 1st conversing party*, dial cancellation code ✖,

     `SPLIT MON (port #) ORIGINAL DEST`

     or

   - *To monitor the 2nd conversing party*, dial activation code ✓.

     `SPLIT MON (port #) PARTNER DEST`

While monitoring:

1. Monitoring volume can be adjusted by pressing .

2. To cancel Split Silent Monitor, press [SPKR] or hang up.

3. To whisper to the 1st party, press any [WHISPER] key (see also *page 188*).

   `WHSPR PAGE (PORT#)`

Notes: 1) Whispering to the 2nd conversing party is not allowed.

2) When you hear the reorder tone, it means that the port is protected against monitoring (secured). The following message will be displayed:

   `SECURED (port #)`

This feature allows an authorized user, while monitoring a selected port, to hear both parties of the 2-way conversation. The 2-Way Silent Monitor can be activated while attempting to call a busy or not answering destination. The feature can also be activated from an idle station before calling. Once the chosen station initiates a call, you can start monitoring. While monitoring a port, your telephone returns a busy signal for all incoming calls.

To activate 2-Way Silent Monitor on a busy call or ringback:

1. Press [MONITOR]. — MONITOR (port#)

or

Press [XFER] and dial Silent Monitor feature code 9.

To activate 2-Way Silent Monitor from an idle station (before calling):

1. Press [MONITOR] or dial #1981. — SILENT MONITOR
2. Dial required port number. The Silent Monitor session will start as soon as the dialed port establishes a conversation. — MONITOR (port#)

➠ **Note:** When you hear the reorder tone, one of the two conditions exists:

1) Either the port is protected against monitoring (secured) or — SECURED (port#)

2) All conference card ports are engaged (no resources). — NO RESOURCE

1. Monitoring volume can be adjusted by pressing .

2. To cancel Silent Monitor, press SPKR or hang up.

3. To whisper page, press any WHISPER key (see also *page 188*).

WHSPR PAGE (port#)

➠**Note:** To program the Monitor key, use feature code #1981.

Speakerphone/Headset #120, #1323 Display Message Key LED

Your FlexSet is equipped with a speaker. The FlexSet is also equipped to operate as a speakerphone, which enables you to converse without lifting the handset. Pressing the speakerphone (SPKR) key will automatically switch on the sensitive microphone and speaker, enabling handsfree conversations with handset remaining on its cradle. There are, however, several ways of using the speaker key, such as: in conjunction with a headset, or when the key is programmed for on/off operation by using the HANDSET/SPKR key (handset/speaker switchover). When using the FlexSet 120L, you must use the handset or headset when speaking.

➠**Note:** Microphone is not available for FlexSet 120L and for any FlexSet programmed for Headset Only (see *page 84*).

Using Speakerphone for handsfree conversation:

- **When handset is on cradle:** When handset is on the cradle and the SPKR key flashes, you can speak handsfree by pressing the flashing SPKR key or you can make a call by using one of the methods described on (see *page 102*).
- **Switchover from speakerphone to handset:** When you are using the speakerphone and want to use the handset for private conversation, lift handset. The SPKR key LED will go off.
- **Switchover from handset to speakerphone:** When you are using the handset and want to use the speakerphone, first press the SPKR key, then when the LED is lit, replace the handset on the cradle.
- **Disconnecting calls:** There are two ways to disconnect calls:

  1) Pressing the lit SPKR key, when the handset is on its cradle.

  2) Replacing the handset onto the cradle when the SPKR LED is off.
- **Call Monitoring (only when programmed for combined audio):** When you are using the handset and want to activate the speaker for group listening, press the SPKR key. When the LED is lit, the combined audio is active. To return to private conversation, press the SPKR key again. The LED will go off.

When FlexSet is programmed for SPKR On/Off key:

- **When using headset (or handset is off cradle):** When your FlexSet is equipped with a headset and the SPKR key is defined with the On/Off option, you can answer and disconnect calls by pressing the SPKR key. When the key LED is lit, you are connected. Pressing the lit key will disconnect the call. In order to switch between handset and handsfree operation you must use the HANDSET/SPKR key.
- **When handset is on cradle:** If the telephone rings and the SPKR key flashes, you can speak handsfree by pressing the flashing SPKR key. The key LED will now be steadily lit.
- **Switchover from speakerphone to handset:** When you are using the speakerphone and want to use the handset for private conversation, lift handset. The SPKR key LED will remain lit.
- **Switchover from handset to speakerphone:** When you are using the handset and want to use the speakerphone, first press the HANDSET/SPKR key, then when the LED is lit, place the handset on the cradle.
- **Disconnecting calls:** There are two ways to disconnect calls:

  1) Pressing the lit SPKR key.

  2) Returning handset or pressing the hookswitch when the HANDSET/SPKR key is off.

Note: These features can only be activated if you have programmed keys.

1. To program SPKR key, use access code #120.
2. To program HANDSET/SPKR, use access code #1323.

When FlexSet is programmed as Headset Only and for SPKR On/Off key:

When your FlexSet is equipped with a headset and the Headset Only feature is activated, and the SPKR key is set to operate as an On/Off (connect/release) switch, then you can answer and disconnect calls by pressing the SPKR key. When the key LED is lit, you are connected. Pressing the lit key will disconnect the call.

To disconnect the call:

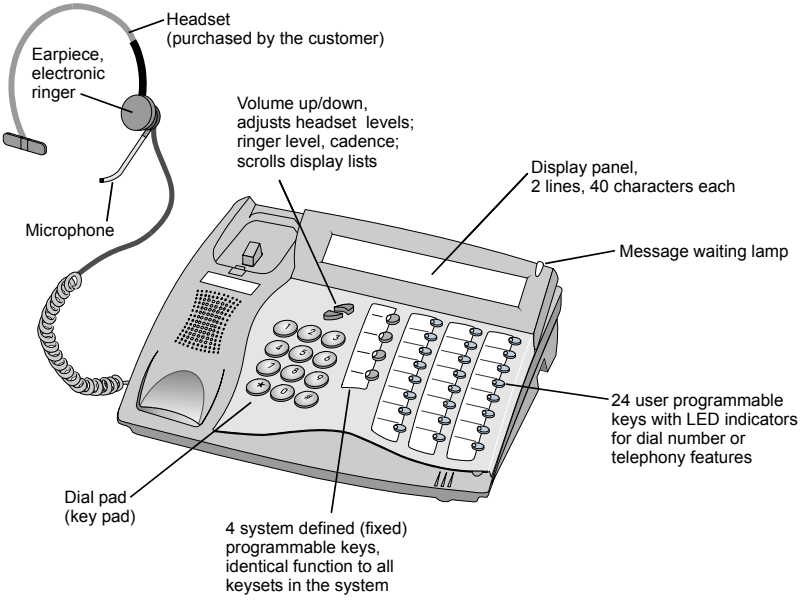
1. Press the lit SPKR key.

Notes: 1) This feature can only be activated if you have a programmed SPKR key. To program a SPKR key, use access code #120.

2) Contact your system administrator who can program the SPKR key to operate as an On/Off switch.

3) When the FlexSet 280D-Z model is used, the ring tones are sound only at the headset and not from the speaker.

4) If the FlexSet is defined as Headset only (see *page 84*), the speakerphone will not operate.



FlexSet 280D-Z (Zip Tone)

You may be allowed to program or update your telephone with your own private (personal) Speed Dial directory. This directory of speed dial numbers can be accessed only at your station line.

x = Outside line access code
a = Library number
d = Outside telephone number

To program or change a Speed Dial number:

1. Dial ***PRIVATE SPEED CALL*** feature code #193.

   PRIVAT LIBRARIES ON

2. Dial the relevant Library Number (7000→7009) or

   PRIVAT LIB aaaaa

3. Scroll through the library by pressing the ◄ or ►, then

   PRIVAT LIB aaaaa
   xxxxx

4. Dial the outside line access code.

   or

   Press a programmed outside line feature key.

   Possible outside line access codes are: *trunk number, trunk group number, dial service, routing access, or another public/private library number.*

1. Dial the outside telephone number (use special codes shown in table on *page 170*).

   PRIVAT LIB aaaaa
   xxxxx ddddddddd

2. Press SPKR to release or continue scrolling with the volume keys.

Note: A new number programmed into a previously defined private library number will replace the old number.

	Display Message	Key LED
To delete a single number from memory:		
1. Dial ***PRIVATE SPEED CALL*** access code #193.	PRIVAT LIBRARIES	ON
or		
Dial the relevant Library Private Number (7000→7009)		
or		
Scroll through the library by pressing the or .	PRIVAT LIB aaaaa	
2. Dial cancellation code ✖.	PRIVAT LIB aaaaa CANCELLED	
3. Press [SPKR] to release or continue scrolling with the volume keys.		

The following table defines the special codes that may be used as part of the outside telephone number.

Table of Special Dial Codes

Codes	Description
⁎X	**Used to delay dialing by X seconds (X = 1 to 9)**
#0	Stop dial (end of outside number)
#1	Outpulsing wait period during which user is able to dial any number of digits
#2	All digits following will be Dial Pulse
#3	All digits following will be DTMF
#4	Inhibits display (for Call Accounting System and FlexSet display)
#5	Enables display (for Call Accounting System and FlexSet display)
#6	Wait for second Dial Tone
#8	Display '-' (for Call Accounting System and FlexSet display)
#9	Calibrated Opening on trunk (Flash)
⁎⁎	Dial ⁎ out
##	Dial # out

Note: The number of digits that can be programmed, including dial codes, is limited by the system (defined system-wide). Should you try entering a longer digit string than allowed, the system will give the error message LENGTH EXCEEDED, and programming will stop.

Speed Dialing: Using Private and Public Libraries

Display Message | Key LED

Dialing a number through your Private Library or system Public Library is basically the same, therefore the process is described generally for both dialing systems. If Public Speed Dialing is available on your system, consult your company directory for library numbers.

x = Outside line access code
a = Library number or name
d = Outside telephone number

To dial a Public or Private Speed call number:

Dial Speed call library number (Private or Public).

```
LIB. aaaaa xxxxx
DIAL ddddddddddd
```

Notes: 1) In some cases (as defined by Class of Service) the Speed Dialing number must be followed by a Forced Account code. When a Forced Account code is required, the distinctive dial tone will be heard after dialing the speed call library number.

2) Certain speed dialing numbers require that you dial the relevant outside line access code. When required, the dial tone will be heard after dialing the speed call library number. The display will show:

```
ENTER DEST NUM
```

Split call allows you to alternate between two other parties, by pressing keys defined as Exclude Source and Exclude Destination. The feature also allows 3-way conversation by merely pressing one of the keys, Exclude Source or Exclude Destination, when the key is steadily lit. This feature can be activated in any sequence, any number of times. When you speak privately, with either the Exclude Source or Exclude Destination, the other party is automatically put on hold.

Exclude Source: is the first party with whom a connection was made.

Exclude Destination: is the second party with whom a connection was made.

➠**Note:** This feature can only be activated if you have programmed keys.

- To program the EXCLUDE SOURCE key, use feature code #1321
- To program the EXCLUDE DESTINATION key, use feature code #1322

The following table allows you to identify the progress of split calls when your FlexSet is not equipped with a message display.

LEDs		
Exclude Source	**Exclude Destination**	**Status**
On	Flashing	Speaking privately with source (first party)
Flashing	On	Speaking privately with destination (second party)
On	On	3-way conversation

	Display Message	Key LED
To activate Split Call on conversation:		
1. Press XFER*.	ANSWER (source#)	EXCL SRCE EXCL DEST
2. Dial destination number, wait for answer either		
	ANSWER (destination#)	FLASH ON
3. You can now alternate between the two parties and speak privately with one while the other is put on hold by pressing the relevant flashing key.		
4. Press the flashing EXCLUDE SOURCE to speak privately with the first party.	RECONNECT (source#)	FLASH ON
5. Press the flashing EXCLUDE DESTINATION to speak privately with the second party	RECONNECT (dest#)	FLASH ON
or		
You can press the steady on key and then converse 3-way:		
6. Press the lit EXCLUDE SOURCE or EXCLUDE DESTINATION, then	(source#) 3-WAY (dest#)	ON ON
If you want to converse privately again with any party:		
7. Press either EXCLUDE SOURCE or EXCLUDE DESTINATION key. and the other party will again be put on hold.		

If you want to release the destination (second) party and return to 2-way conversation with the source:

8. Press [XFER]*

If you want to release all parties:

9. Press [FORCED RELEASE].

Stop Dial accelerates sending your call to the external destination or network number. This feature enables you to tell the system when dialing out on trunks has been completed. You can send a signal to the system indicating the end of a stream of dialed digits. In response to your command the system sends your call immediately towards the destination without waiting interdigit time out.

When you have finished dialing an outside line:

1. Press # on the dial pad.

or

Press the STOP DIAL key.

Note: To program a STOP DIAL key, use feature code #1300.

You can transfer both internal and external calls to other users within your system or outside it. A call can be screened or unscreened. Transfer routes a call you received to an idle station. It can also link a call you held to other ports. When Auto transfer is defined at your station, dialing a number will automatically transfer that number. Remaining procedures are the same as regular transfer (see *"Glossary"* in Appendix A, at the end of this manual, and *"Symbols Used in This Guide" on page ix*, for a fuller explanation of Auto transfer).

- **Screened Transfer:** You may announce the call before transferring.
- **Unscreened Transfer:** You may transfer the call without a prior announcement. When the destination is busy, hanging up will in effect cause the system to camp on (external call only) to the busy station.

To perform screened transfer of an established call:

1. Press XFER* (see *page ix*).
2. Dial the required number or press a DSS key. — DIAL
3. Listen for the ringback tone — INTERNAL xxxxx
4. Wait for answer
5. Announce call, then
6. Press SPKR or hang up to complete transfer, or — ANSWER xxxxx
7. Press XFER to return to the calling party (when transfer destination is busy or does not answer). — RECONNECT yyyyy

To perform unscreened transfer of an established call:

1. Press XFER* (see *page ix*).
2. Dial the required number or press a DSS key.

DIAL

3. Listen for the ringback or busy tone

INTERNAL xxxxx

4. Press SPKR or hang up to transfer call.

When transfer is not completed:

When an unscreened call is either busy or unanswered, the call will automatically return to you after a system-wide time-out period.

Should the station remain unanswered (NANS) you will receive the following message:

NANS xxxxx yyyyy
NO ANSWER xxxxx

Should the station still remain busy (SBSY) you will receive the following message:

SBSY xxxxx yyyyy
BUSY xxxxx

When either of these above messages are received (telephone rings):

x = Station unanswered or still busy
y = Original caller (first party)

1. First answer the return call then either
2. Press the CAMP ON key (for an explanation of Camp On, see *page 42*)
   or

   Ask calling party if they want to transfer to another party or to hang up.

Note: When you press the Camp On key the call will automatically camp on to the station from which the call was transferred. This procedure can be carried out any number of times.

To transfer a held call:

Typically, use transfer of a held call to connect an incoming call to the held party, such as when you have to locate someone for a caller.

1. Dial a number or receive a call while the first call is in hold.

2. Press XFER.

3. Press the winking button associated with the held call.

4. Press SPKR or hang up to transfer a call.

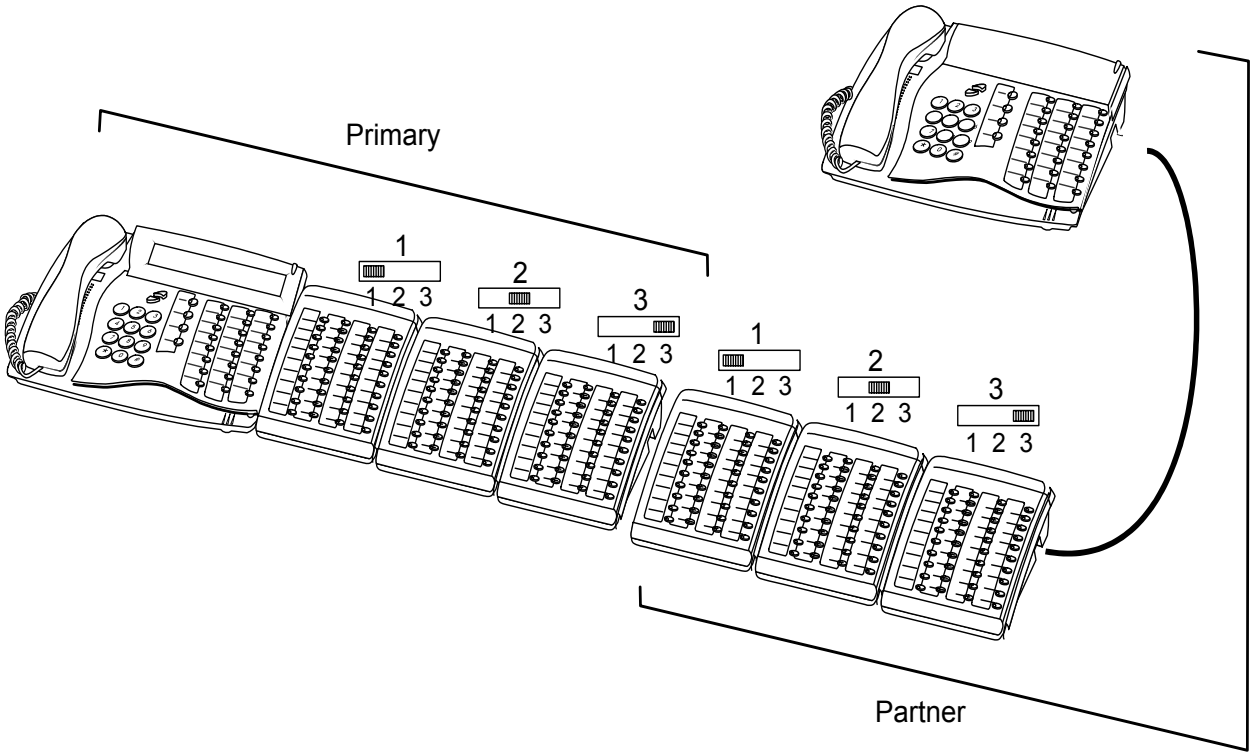
To continue as Broker/Consultation/3-Way Conference Call:

After pressing the winking button associated with the held call, before transferring the call:

1. Press XFER as required (see *page 34*).

Note: The held port must be on a DSS, Loop, Line or Trunk key.

The Turret Console is a single telephone position comprised of two soft-connected FlexSets 280x, each having up to three FlexSet 40B expansion modules attached. The combination of two FlexSets provides the ability to attach up to 240 buttons to the complex giving a total of 288 programmable buttons. Expansion modules provide fast, single-button access to a large number of stations, trunks, groups, or speed dial libraries.



The turret console is comprised of two fully configured FlexSets that can be operated independently one of another. One of the phones is defined as a primary and the other as a secondary (partner).

Both FlexSets'expansion modules are operated by the primary FlexSet. Pressing a DSS button on any of the six expansion modules activates the primary FlexSet.

All the expansion modules may operate a secondary FlexSet, provided the secondary FlexSet is in dialing mode and the primary is not.

To make a call from the primary FlexSet:

Refer to *"Making Calls: External and Internal" on page 102*.

Dial the number of your contact from the primary FlexSet, or press a DSS button on the primary FlexSet or on any of the six expansion modules.

To make a call from the partner FlexSet:

From the partner FlexSet, dial the number of the person to call, or press a DSS button on the partner FlexSet,

or

1. Ensure that the primary FlexSet is not in dialing mode[1].

[1] Dialing mode means either of the following:

- The telephone is in off-hook state
- SPKR or XFER button is pressed
- Dialing process is in progress

If both FlexSets are in dialing mode, pressing a DSS button on any of the six expansion modules will initiate a call from the primary FlexSet

2. Press [SPKR] button or lift the handset of the partner FlexSet.
3. Press the relevant DSS button on the partner FlexSet or on one of the six expansion modules.

To answer a call at the primary FlexSet

Refer to *"Receiving Calls / Answering Calls" on page 149*.

Press [SPKR] button on the primary FlexSet

or

Lift the handset of the primary FlexSet

or

Press a DSS button flashing on the primary FlexSet or on any of the six expansion modules.

To answer a call at the partner FlexSet

Press [SPKR] button on the partner FlexSet

or

Lift the handset of the partner FlexSet

or

Press a DSS button flashing on the partner FlexSet.

Operating a primary FlexSet

You can control a call conducted at a primary FlexSet using the Hold, Transfer and Toggle Between Calls functions programmed into buttons on the primary FlexSet and all six expansion modules.

Operating a partner FlexSet

To control a call initiated at a partner FlexSet, use buttons of the partner FlexSet only.

Button Programming

Buttons on the expansion modules attached to the primary FlexSet can be programmed in the same way as buttons on the FlexSet itself.

Buttons on the expansion modules attached to the partner FlexSet can be programmed with dial numbers, Loop, Boss Group lines, Page_Q, Wait_Q.

The three primary expansion modules can be programmed from the primary phone only. The three partner expansion modules can be programmed from the partner phone only.

For the instructions on buttons programming refer to *page 135*.

Waiting Calls Display #1325

Display Message | Key LED

This feature provides you with the ability to view the number of calls waiting for you.

nn = Number of waiting calls

To view the amount of waiting calls while in conversation:

1. Press CALLS WAITING.

WAITING nn

Number of waiting calls flashes on the display.

Note: This feature can only be activated if you have a programmed key. To program a key, use access code #1325. See also *"ACD & UCD Groups: Calls Waiting Display (ACD only)" on page 5*.

Waiting Calls Receiving

The presence of the waiting call tone or voice paging tone or muted ring indicates that another call is waiting for you to answer. When you hear this tone, or the second row displays any of the special call waiting messages, you know that a call is waiting and you have the following choices:

- Continue the current call and ignore the waiting call.
- Press [HOLD], then when you hear a ring, answer the waiting call.
- Release the current call, wait for a ring, and then answer the waiting call.
- Continue the current call and press any flashing button to have a new incoming call join the conversation in a 3-way mode (this option is available only if your FlexSet is defined with the Auto_Join parameter).
- Press [DIVERT CALL] if available (see *page 56*).
- Press [CALLS WAITING] to view the number of waiting calls (see *page 183*).
- Press [CALLS WAITING] [ACD#] to view the number of waiting calls for a specific ACD group (see *page 5*).
- Press [XFER] to put the current call on hold, answer the waiting call (this option is available only if your FlexSet is defined with Answer Call Waiting with HF parameter). Depending on your Class of Service definitions, any further [XFER] will establish one of the four call types described on the next page.

Display Message

x = original conversing party's number or name

y = waiting caller's number or name

```
ANSWER xxxx
yyyy
```

Key LED

All the following features are activated after the waiting call is answered. For more information, see also *"Broker/Consultation/3-Way Conference Call" on page 34*.

To activate a Broker call:

1. Press [XFER] to alternate between parties (any number of times).
2. Then either
   - Press [SPKR] or hang up in order to allow conversation between the two parties
     or
   - Press [FORCED RELEASE] to release all parties and press [SPKR].

To activate a Consultation call:

When your conversation is concluded, press [XFER] to return to the original call (the consulted party is released).

To activate 3-Way call:

- Press [FORCED RELEASE] to release the third party and to return to original call (same as consultation call)
  or
- Press [XFER] to connect all three parties.

To activate combination of Broker/Consultation/3-Way Conference calls:

1. Press [XFER] to put the third party on hold.
2. When you have concluded your private conversation, press [XFER] to complete a 3-Way Conference Call.

Wakeup #173

Display Message	Key LED
HH = Hour MM = Minutes pm or am	

You can program your telephone to call you at a designated time. If you do not answer you will be called three times more, at one minute intervals, before the feature cancels. In some systems if you do not answer by the third ring, the wakeup call will be routed to the attendant and a wakeup report will be printed.

To enter a Wakeup request:

1. Press [WAKE UP] or dial #173.

Display Message	Key LED
WAKEUP LIST EMPTY	OFF

2. To add another wakeup time, dial activation code ✓.
   (Skip this step when the wakeup time list is empty)

Display Message	Key LED
ENTER TIME	ON

3. Dial in the time (4 digits required [12 hour clock] using leading zeros e.g. 0805 for five past eight)

Display Message	Key LED
WAKEUP HH:MMpm	ON

4. Dial 2 for AM or 7 for PM.

5. Listen for the confirmation tone.

➠ **Note:** Should you hear the reorder tone, Wakeup is denied at your station (as defined by Class of Service). In order to make use of this feature request the attendant to activate the Wakeup at your station.

To check Wakeup list:

1. Press [WAKE UP] or dial #173.

Display Message	Key LED
WAKEUP HH:MM pm am	ON

2. Scroll with to see next wakeup entry.

3. Press [SPKR] to release.

	Display Message	Key LED
To answer a Wakeup call:		
Your telephone will ring at the requested time. On answering the call, you will hear either a recorded message, music or the distinctive dial tone. If you hear music or the distinctive dial tone:	WAKE	FLASHING
1. Press SPKR or hang up	ANSWER WAKE	ON
or		
2. Dial Snooze feature code #4.	SNOOZE ON	ON
3. Listen for the confirmation tone.		
4. Hang up.		
Note: When you activate Snooze, Wakeup will recycle and your telephone will ring again after a system-wide defined time period.		
To cancel a Wakeup request:		
1. Press the lit WAKE UP or dial #173.	WAKEUP HH:MM pm	ON
2. Scroll with and stop at the reminder you want to cancel.		
3. Dial cancellation code ✖.		
4. Listen for the confirmation tone.	CANCELLED	
Note: If you have entered a number of wakeup requests and your telephone is not equipped with a display unit, do not scroll. The forthcoming wakeup will be cancelled. Continue the cancellation procedure separately for additional times.		

Whisper Page: Activation #1744

Display Message | Key LED

This feature allows an authorized user to break into an ongoing call, without actually interfering, by whispering to one of the conversing parties. Whisper tone, in and out, is heard by the side whispered to. The second party engaged in the conversation hears neither tone, nor the whisper. The whisperer cannot hear conversing parties, until the party whispered to answers. The party whispered to keeps hearing the second party and hears the whisperer in lowered volume.

To activate Whisper Page:

1. Press WHISPER or dial feature code #1744.

   WHSPR PAGE ON

2. Dial required station number or press DDS key pre-programmed with this station dial number

   WHSPER PAGE (called # or name) ON

3. Listen for the whisper tone.

4. Begin whispering when the tone stops (second conversing party does not hear you).

5. Disconnect when the conversation is concluded.

Notes: 1) The feature can also be activated while you are silent monitoring the whispered party (see *page 163*). Then you can be heard by the whispered party as well as hear the two conversing parties.

2) When you hear reorder tone the station is protected from receiving whisper paging calls, the display will then show:

Display Message
DND WHISPR (called # or name)

3) If receiving party rejects your whisper page, you will hear reorder tone and the display will show:

Display Message
ON-HOOK BY (called # or name)

Whisper Page: Receiving

This feature allows a user engaged in a conversation to receive a message whispered by another station. The user engaged in the conversation keeps hearing the second conversing party and hears the whisperer in lowered volume. The second conversing party does not hear the whisperer. The Whisper Page tone is heard before the message is delivered by the whisperer and after the whisperer disconnects. When the user hears the Whisper Page tone he has the following choices:

To receive Whisper Page:

1. Listen for the whisper tone.
2. Listen to the whispered message when the tone stops.

To reject an ongoing Whisper Page (Do Not Disturb Whisper):

1. Press [DND WHISPER] upon receiving notice of an incoming whisper page. The Whisper Page message disappears.
2. Continue talking privately with the second party.
3. If required, press [DND WHISPER] again to enable your FlexSet to receive other whisper calls.

Notes: 1) If the second party hangs up the call while you are in whisper mode, you may continue to converse with the whispering party without the need to reestablish the call.

2) To program a [DND WHISPER] key, use feature code #1745 (see also *"Whisper Page, Receiving: Turning On/Off" on page 191*).

Display Message	Key LED
x = Whisperer number/name y = 2nd conversing party number/name	
WHSPR PAGE xxxx	FLASHING
RECONNECT xxxx	ON

	Display Message	Key LED
To put the second party on hold and talk privately to the whisperer:		
1. Ask the party you are conversing with to hold on.		
2. Press the flashing DSS key pre-programmed with the whisperer dial number (or the flashing second LOOP key). Those keys are then lit. The original conversing party is put on hold.	ANSWER xxxx	ON
3. Talk to the whisperer.		
4. After the whisperer disconnects, you are automatically reconnected to the original conversing party.		
Note: If you double-press the flashing DSS key, this will initiate a 3-way call, i.e. the whisperer will hear you and the second party.		
To initiate a 3-way call and add the whisperer:		
1. Double-press the flashing DSS key pre-programmed with the whisperer dial number (or the second LOOP key). Those keys are then lit.	WHSPR PAGE xxxx	FLASHING
	xxxx 3way yyyy	ON
Note: While in established 3-way call, pressing XFER allows you to switch between different three party functions defined for your FlexSet (see *page 34*).		

Whisper Page, Receiving: Turning On/Off #1745

Display Message	Key LED

This feature allows you to block your FlexSet from receiving Whisper Page. DND Whisper Page can be turned On or Off according to individual station needs. If you invoke DND Whisper while in conversation, the feature will be active for the duration of that conversation only. If you activate DND Whisper from idle, the feature will block your FlexSet from receiving all the following whisper pages.

To inhibit your FlexSet from receiving whisper calls:

1. Press [DND WHISPER]

   or

   Dial DND Whisper feature code #1745 followed by activation code ✓.

2. Listen for the confirmation tone.

Display Message	Key LED
DND WHISPER OFF	OFF
DND WHISPER ON	ON

To enable your FlexSet to receive whisper calls:

1. Press the lit [DND WHISPER]

   or

2. Dial DND Whisper feature code #1745 followed by cancellation code ✗.

3. Listen for the confirmation tone.

Display Message	Key LED
DND WHISPER ON	ON
DND WHISPER OFF	OFF

Appendix A - Glossary

Access Code Number A series of digits which must be dialed or keyed in order to gain access to an outside line or a Coral feature.

APA Application Processor Adapter. Enables data line connector, and the connection of CAP, CCM and other FlexCT features.

Attendant/Operator The individual responsible for answering incoming calls and transferring them to their required destinations, as well as attending to trunk, system and station feature controls.

Auto transfer When auto transfer is defined at a station, dialing the number to which a call is to be transferred will automatically transfer the call; use of the XFER key is not necessary. This feature is typically utilized by attendants (see also *"Transfer/Xfer" on page A-5*).

Central Office (CO) Area switching facility serving customers in a defined geographical location.

Class Of Service (COS) A Class Of Service (COS) consists of a list of features that are available to the telephone line user. However, the user may be denied certain features. Each internal telephone is marked with two classes-of-service, Primary and Secondary, which can be defined differently. In order to increase flexibility, Coral allows switching between the Primary and Secondary COS, but only one COS can be utilized at a time. When the telephone is in check-out mode the telephone is marked by a system-wide defined COS and the user is denied this feature (see *"Class Of Service (COS) Switchover" on page 45*).

CO Trunk Number (Incoming) The number that is dialed by an outside telephone user from the public network (through the Central Office) in order to call into the Coral for an internal station. (Number listed in the local telephone directory).

Database The memory in which the 'flexible database system information' is stored. Programming the database is usually carried out during installation, however, it is field or remotely modifiable.

Dial For the purpose of this guide “Dial” means entering the relevant digits by pressing the number on the DIAL PAD that operates a feature or sends a call to a destination. Dial also means pressing a key programmed with the feature or destination (DSS).

Digitized Voice Message System (DVMS) DVMS is the utility that provides the means for embedding prerecorded announcements into the system. Recorded messages can be informative, for example: transfer messages, or advertisements.

Direct Station Selection (DSS) Permits you to make or transfer a call to an extension by using a defined key. DSS can also be used on all accessible system ports. Instead of dialing a number this can be done by pressing the programmed key. Also provides busy lamp field for programmed stations.

Forced Account Code A feature that forces the station user to dial an account code before having access to an outside line. A display equipped FlexSet user attempting to access an outside line without dialing the account code will receive the message "ENTER ACCOUNT #" on the display. After dialing the account code, the user will be able to continue dialing the intended number.

Idle A station or extension that is not ringing or busy, therefore available for use.

Intercept If you misdial or dial an unauthorized code (restricted to you), you will receive a reorder tone or will be routed directly to the attendant/operator/master extension, as defined in your system.

FlexSet This is the general term used to describe the FlexSet type proprietary telephones.

Off-Hook Lifting the telephone handset from its cradle - has the same effect as pressing a preprogrammed LOOP, LINE or SPKR key, but automatically inhibits the Speakerphone facility. Off-hook provides the dial tone, which then enables you to dial or activate a feature.

Line The line key is used for making and receiving calls when the station is defined as a member of a boss group. When several line keys are in use the station will act as if it is a multiline instrument.

Loop The loop key is used for making and receiving calls. When several loop keys are in use the station will act as if it is a multiline instrument.

Loop Originating Only This key is used only for making calls. When several loop keys are in use the station will act as if it is a multiline instrument.

On-Hook Replacing the telephone handset on its cradle - has the same effect as pressing the SPKR key.

Outside Line Access Code A series of digits that must be dialed or keyed in order to gain access to a trunk or trunk group.

Port Provides access to a device, station or trunk from within the system.

PEX Peripheral Expansion Module for FlexSet 280 series, enables the following:
Additional distance between FlexSet and the main cabinet, by providing an external power supply input,
Connecting up to three FlexSet 40B units,
Additional listen only headset/handset/tape recorder connection.

Recall-Automatic The call that you have transferred to another extension that is busy or that does not answer, or that you have put on ‘hold’, which has returned to you after a predetermined time-out period.

Scroll This feature enables you to display and check the contents of various libraries, for example, Private Speed-Calling, Reminder Calls, etc. In order to use the scroll feature your FlexSet must be equipped with a display. Upward scrolling is performed by pressing the key; downward scrolling is performed by pressing the key.

SLT Single Line Telephone - This is the standard off-the-shelf telephone (formerly called IST).

Station/Extension Each Coral internal telephone is called a station/extension and it performs many activities dealing with input and output along the communications system.

Station Group A number of stations linked together (members) for a common function, such as ACD/UCD group or Boss group. A station can be defined as a member of many ACD/UCD groups and/or Boss groups.

Speed Key This is a programmable key that allows you to permanently store a frequently used number and then make a call or transfer a call to another telephone by pressing the single key. Speed keys can be programmed for both external and internal calls.

Time-Out A predetermined period of time allowed to complete a specific function. If the function is not completed, for example dialing, the caller is dropped and the exchange equipment freed for other users. See also *"Recall-Automatic" on page A-3*.

Transfer/Xfer While engaged on a call you can initiate a feature by pressing the XFER (Transfer) key. XFER provides you with a special distinctive dial tone, which enables you to either transfer the call, or activate a feature. XFER puts the second party on Hold and provides one of the following: music, reorder tone, busy tone or no sound at all, as defined system-wide. If your Coral is connected to another PABX you may have to use the FLASH key instead of the XFER key. The XFER key is used for local Coral features, while the FLASH key is used to flash on trunks. In some systems, if you are not connected to a DTMF destination, transfer can be carried out by dialing '1' instead of pressing the XFER key. In some systems transfer is applied automatically when you dial a number (see also *"Auto transfer" on page A-1*)

Trunk An outside line from the telephone company that terminates at the customer's location.

Trunk Group A number of trunks linked together (members) for a common outgoing function.

Trunk Number (Coral) The access code number that is dialed or keyed by station user in order to gain access to a specific outside line.

Turret Console A single telephone position comprised of two soft-connected FlexSets, each having up to three FlexSet 40B expansion modules attached. See also *"Turret Console" on page 179*.

Verified Forced Account Code (VFAC) A feature that forces the station user to dial a secret authorization account code before accessing an outside line. Before dialing is allowed, VFAC verifies the presence of the account code. If the code is not present, dialing is blocked. When the code is found, dialing is allowed. Except for verification, VFAC is the same as Forced Account Code.

Appendix B - Tones

Tones are audible signals of various frequencies that give information about the status of calls and features. While using the Coral system, many different tones will be heard. These tones may vary for different locations as each system is customized during installation. Therefore, the sounds of the tones are not described, instead their general use is discussed below. In order to familiarize yourself with these tones, try accessing various features and listen to the resultant tone signals.The most frequently heard tones are:

Break-In/Break-Out Tone A warning tone received by a station user indicating that a third party has broken into, or is leaving (breaking out), an existing conversation.

Break-In Warning Tone Tone heard during the entire break-in period. Indicates that a third party is listening (not used in North America).

Busy (Engaged) Tone When the destination you have dialed (extension or trunk) is busy.

Call Waiting Tone Tone heard while engaged on a call or activating a feature indicating that another call is waiting to be answered.

Confirmation Tone Tone heard when you have successfully accessed or activated a feature (for example Camp-On, or Call Forward).

Distinctive Dial Tone (DDT) The Distinctive Dial Tone (DDT) indicates that certain features are in use at your telephone, for example, when you have programmed your telephone not to receive calls, with either Call Forward All, or Do Not Disturb, and you lift the handset. DDT is also heard between patterns of digits when dialing certain features, for example, Account Code feature. When the following features are applied at your telephone, the distinctive dial tone will be heard when the handset is lifted:

- *Call Forward All*
- *Do Not Disturb*
- *Messages Waiting*
- *Secondary COS*

Inside Dial Tone After off-hooking (lifting your handset from idle) or pressing speakerphone (SPKR) key.

Key Click When defined for the FlexSet, a tone heard when pressing a number on the dial pad.

Outside Dial Tone When connected to an external (trunk) line.

Reorder Tone A tone you will receive if you have tried to access a denied feature, or you have misdialed, etc., or:

- You have stayed off-hook too long before dialing
- The station you have called has not answered in time. Perform on-hook and call later
- The station you have called is in Do Not Disturb status

Ringback Tone A tone heard when the destination you have dialed is ringing.

Second Ringback Tone Indicates that the destination you have dialed is busy, and your call is waiting to be answered.

Ringing Internal/External Internal ring (also for network calls) characteristics are determined through Ring Adjustment (see *"Ring Adjustment" on page 153*). However, external incoming calls ring twice as fast as internal calls, thereby giving an indication as to the calling source.

Speaker Tone Indicates that the second conversing party's FlexSet is in speakerphone mode.

Stutter A tone heard when the handset is lifted indicating that there is a message waiting for you.

Tick Tone A tone indicating that you may continue dialing.

VIP Tone A warbling tone heard when receving a call from a station designated as VIP. Enables you to identify an incoming call as a high priority call.

Voice Paging Tone A warbling tone when using the paging facility.

Whisper Page Tone A tone heard while engaged in a conversation, indicating that a third party wants to break into the conversation with a whisper. The second conversing party does not hear the tone.

Zip Tone For FlexSet 280D-Z only. When using the headset instead of a handset, the ringing tone is heard in the earpiece.

Appendix C - LED Indications

LED indications visually show the state of certain features. LEDs typically indicate that a feature is either activated (steady on) or is pending further commands or needs additional information (flashing). The LED indications usually go hand-in-hand with various messages when equipped with a display. When no display is installed the LED state becomes the message.

Off Indicates that the feature is inactive or the DSS destination is idle.

WINK A signal that flashes at a fast rate of 120 pulses per minute (400/100mS). Typically indicates that a call is on hold or park, normally the telephone does not ring.

FLASHING A signal that flashes at a slow rate of 60 pulses per minute (800/200mS). Typically indicates that a call is pending, in most cases the station will also ring.

STEADY ON Indicates that a feature programmed on that key is active. When defined as DSS, indicates that the port designated by this key is in use. When defined as a loop, line or speaker indicates that a call is in progress.

MESSAGE LAMP Dedicated LED for message waiting indication. The message lamp may be enabled or disabled system-wide. The lamp does not interfere with a programmed MSG key.

➠ **Note:** In special cases the key may operate differently. See the relevant feature for explanations of various messages that can appear.

Appendix D - ISDN Cause Numbers

Cause #	CODE MEANING	ACTION
0	valid cause code not yet received	
1	unallocated (unassigned) number	check number and call again*
2	no route to specified transit network	notify system manager
3	no route to destination	notify system manager
4	send special information tone	
5	misdialed trunk prefix	
6	channel unacceptable	notify system manager
7	call awarded and being delivered in an established channel	no action*
8	prefix 0 dialed but not allowed	
9	prefix 1 dialed but not allowed	
10	prefix 1 dialed but not required	
11	more digits received than allowed	
16	normal clearing (message displayed as text)	no action*

*If the message returns frequently notify system manager

Appendix D - ISDN Cause Numbers (cont.)

Cause #	CODE MEANING	ACTION
17	user busy (message displayed as text)	call later
18	no user responding	call later
19	no answer from user (user alerted)	call later
21	call rejected	call later
22	number changed	check number and call again*
23	reverse charging rejected	
24	call suspended	
25	call resumed	
26	non-selecting user clearing	
27	destination out of order	call later
28	invalid format (address incomplete)	check number and call again*
29	facility rejected	notify system manager
30	response to status inquiry	

*If the message returns frequently notify system manager

Cause #	CODE MEANING	ACTION
31	normal unspecified	no action*
33	circuit out of order	
34	no circuit/channel available	call later*
35	destination unattainable	
37	degraded service	
38	network out of order	wait and call later
39	transit delay range cannot be achieved	
40	throughput range cannot be achieved	
41	temporary failure	call later*
42	switching equipment congestion	call later
43	access information discarded	no action*
44	requested circuit/channel not available	notify system manager
45	preempted	
46	precedence call blocked	

*If the message returns frequently notify system manager

Cause #	CODE MEANING	ACTION
47	resource unavailable, unspecified	notify system manager
49	quality of service not available	notify system manager
50	requested facility not subscribed	notify system manager
51	reverse charging not allowed	
52	outgoing calls barred	
53	outgoing calls barred within GUG	
54	incoming calls barred	
55	incoming calls barred within GUG	
56	call waiting not subscribed	
57	bearer capability not authorized	notify system manager
58	bearer capability not presently available	call later
63	service or option not available, unspecified	notify system manager
65	bearer capability not implemented	check destination is correct, try again from different compatible terminal, notify system manager is message returns
66	channel type not implemented	notify system manager

Cause #	CODE MEANING	ACTION
67	transit network selection not implemented	
68	message not implemented	
69	requested facility not implemented	notify system manager
70	only restricted digital information bearer capability is available	notify system manager
79	service or option not implemented, unspecified	notify system manager
81	invalid call reference value	notify system manager
82	channel does not exist	
83	a suspended call exists, but this call identity does not	no action*
84	call identity in use	no action*
85	no call suspended	no action*
86	call having the requested call identity has been cleared	no action*
87	called user not member of GUG	
88	incompatible destination	check destination is correct, try again from different compatible terminal, notify system manager if message returns

*If the message returns frequently notify system manager

Cause #	CODE MEANING	ACTION
89	non existent abbreviated address	
90	destination address missing, and direct call not subscribed	
91	invalid transit network selection (national use)	notify system manager
92	invalid facility parameter	
93	mandatory information element is missing	notify system manager
95	invalid message, unspecified	notify system manager
97	message type non-existent or not implemented	notify system manager
98	message not compatible with call state or messages type non-existent or not implemented	notify system manager
99	information element non-existent or not implemented	notify system manager

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